

Dear Family Member/ Substitute Decision Maker:

We are pleased to inform you that the Government of Ontario has now revised its directive on visitation at long-term care homes. The first phase involves allowing outside visits to occur between residents and family members. We know you are eager to be reunited with your loved ones after several months of separation due to the COVID-19 virus. At the same time, we will be requesting that all visitors follow protocols set out by the Ministry to limit the potential for exposure to the virus:

- Visitations must be pre-scheduled with the home outside of mealtimes and are limited to 30 minutes.
- In order to promote equitable access, residents will be limited to one (1) visit with a single visitor per week. Families are asked to arrange amongst themselves who will visit the resident each week.
- Visitors should review the attached screening questionnaire. Visitors will be screened at each visit with these questions. This will also involve taking your temperature. Please answer all questions honestly. Should a visitor fail a screening they will be asked to reschedule.
- Visitor must be able to assure that they have tested negative for COVID-19 within the previous two (2) weeks and subsequently not tested positive. Please note that the home is not responsible for providing tests. Riverside Assessment Centres (807-274-3261, ext. 4913) are available in Fort Frances and Rainy River, 7 days a week 8am-4pm.
- Visitors must comply with all infection, prevention and control protocols, including proper use of face or surgical/procedural masks and use of hand sanitizer before and after a visit. While sanitizer will be provided by the home, visitors are expected to provide their own masks. Failure to comply with these protocols will result in your loved one undergoing COVID-19 testing and being placed on isolation for 14 days, and may result in outdoor visiting privileges being revoked.
- With the exception of working service animals (in a Service Vest/Harness), animals are not permitted.
- Visitors travelling from outside North Western Ontario or Manitoba are to contact the homes Administrator/Director prior to scheduling a visit.

Please take a moment to review the enclosed document, which provides further details on protocols for outdoor visits. To arrange a visit with your loved one or to get answers to further questions please contact the homes at the contact information below. We thank you for your continued patience and support for our staff and residence during this difficult time.

Sincerely,

Tammy McNally
Director of Emo and Rainy River Health Centres
Riverside Health Care

Tara Morelli
Administrator
Rainycrest Long Term Care

CONTACT TO SCHEDULE A VISIT:

Rainycrest
807-274-3261 EXT: 2500
(M-F 8am-4pm)

Emo Health Centre
807-274-3261 EXT: 5500
(M-F 9:30am-1:30pm)

Rainy River Health Centre
807-274-3261 EXT: 6500
(M-F 8am-4pm)

VISITING YOUR LOVED ONE

at Riverside Long Term Care

COVID-19 CORONAVIRUS

COVID-19 is a very contagious illness.

It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.

It is important to consider the safest way to begin visits again. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.

WHAT TO EXPECT REGARDING YOUR VISIT:

- Contact the home to schedule your visit. Visits will be 30 minutes in length. Please arrive only 5 minutes ahead of your scheduled visit.
- Only one (1) visitor at a time per resident.
- Pets are NOT allowed at this time.
- You will be screened at your visit. This will involve taking your temperature and answering questions.
- You will be required to bring and wear a clean cloth mask made of at least 2 layers of tightly woven fabric (cotton or linen)
- You will be asked to use hand sanitizer . Please follow directions given on proper technique. (see steps1-8 'How to Hand Rub' on back page)
- You must maintain a 2M(6feet) physical distance from your loved one at all times.
- Visits are weather dependent and may be rescheduled due to condition such as heavy rain, storm warnings and high heat/humidity.
- Your visit will be supervised.

CONTACT DETAILS:

807-274-3261

Rainycrest:

EXT. 2500 (Monday - Friday 8:00am - 4:00pm)

Emo Health Centre:

EXT: 5500 (Monday - Friday 9:30am - 1:30pm)

Rainy River Health Centre:

EXT: 6500 (Monday - Friday 8:00am - 4:00pm)

YOUR RESPONSIBILITY AS A VISITOR:

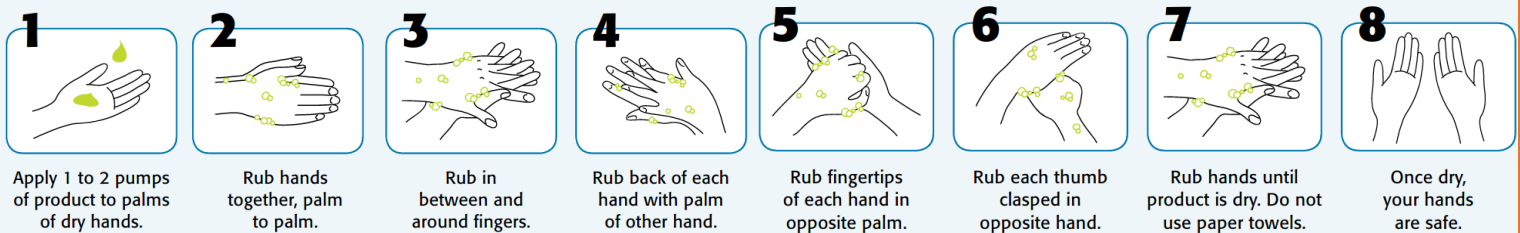
- Respect all guidelines that have been put in place. Please ask if you do not understand them.
- Confirm you have had a COVID-19 test with a negative result in the last 2 weeks.
- Answer the screening questions honestly.
- Your visit is limited to your loved one, no other residents.
- Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone.
- Maintain physical distance at all times.
- Failure to comply with protocols will result in your loved one undergoing COVID-19 testing and being placed on isolation for 14 days, and may result in outdoor visiting privileges being revoked.

THINGS TO REMEMBER:

- Gift giving is NOT permitted during these visits. Gifts must be left at check-in and held for 24 hours prior to distribution. Flowers and Plants are NOT permitted at this time.
- Food and drinks are NOT permitted.
- There are NO restroom facilities available on site for visitors.
- Minimize jewelry and accessories e.g. purses (you may want to leave your coat in the car). The fewer items you bring, the lower the risk of virus transfer.
- You may be required to wipe down all personal items you do bring with a disinfectant (ie. cell phone, keys)
- Avoid touching your face, eyes or ears, or adjusting your mask or glasses during your visit.
- Ensure long hair is tied back.

HOW TO HAND RUB

RUB HANDS FOR 20 SECONDS



REMEMBER: COMPLIANCE WITH ALL RIVERSIDE POLICIES AND PROCEDURES, PROFESSIONAL STANDARDS, FEDERAL OR PROVINCIAL LEGISLATION IS EVERYONE'S RESPONSIBILITY.

VISITING YOUR LOVED ONE

at Riverside Long Term Care

 COVID-19
CORONAVIRUS

JUNE 16, 2020

VISITING CHECKLIST

Use this checklist to remind yourself of the essential components in preparation for visiting your loved one.



Scheduled a COVID-19 swab/test.

Riverside Assessment Centre
807-274-3261, ext. 4913



Obtained result of COVID-19 test.

check results online:
<https://covid-19.ontario.ca/>



Reviewed the following documents:

- **Visiting Your Loved One: Outdoor Visit Guidelines**
- **Respiratory Etiquette**
- **Cloth Mask Use**
- **Screening Tool**
- **Physical Distancing Guideline**
- **Outdoor Visiting Poster**



Scheduled visit with the home.

807-274-3261

Emo Health Centre: ext. 5500
(Monday - Friday 9:30am - 1:30pm)

Rainy River Health Centre: ext. 6500
(Monday-Friday 8am-4pm)

Rainycrest: ext. 2500
(Monday-Friday 8am-4pm)

COVID-19 Long Term Care Visitor Screening Tool

Long Term Care Home: Rainycrest Rainy River Heath Centre Emo Health Centre

Screener: Mask (Procedure Level 1), eye protection and hand hygiene prior and after temperature taking

Visitor: Mask (non-medical)

Name: _____

Name of Resident Visiting: _____

1. Do you have any of the following new or worsening signs or symptoms?

- | | | |
|---|------------------------------|-----------------------------|
| New or worsening chronic cough | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Shortness of breath/difficulty breathing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Sore throat | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Runny nose or sneezing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Nasal congestion | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Difficulty swallowing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| New smell or taste disorder(s) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Nausea/vomiting, diarrhea, abdominal pain | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Unexplained fatigue/malaise | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Chills | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Headache | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Conjunctivitis (eye infection) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

2. If you are you 70 years or older have you experience any of the following symptoms?

- | | |
|---|--|
| <input type="checkbox"/> Delirium | <input type="checkbox"/> Unexplained or increased number of Falls? |
| <input type="checkbox"/> Acute functional decline | <input type="checkbox"/> Worsening of chronic condition |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> N/A |

3. Have you had close contact with anyone with a respiratory illness or a confirmed or probable case of COVID-19? **Yes** **No**

4. Have you received Public Heath including Telehealth or other medical advise to self-monitor or self-isolate? If yes from where?
 Public Heath Telehealth Other

5. Have you travelled outside of Northwestern Ontario or Manitoba or have you had close contact with anyone who has travelled outside of Northwestern Ontario or Manitoba in the past 14 days? **Yes** **No**
 If YES please contact a Supervisor for further direction
 If NO proceed to take visitors Temperature.

6. Do you have a fever? (Temperature of 37.8 or greater)? **Yes** **No** Temp_____

7. Has the visitor confirmed (verbal attestation) a negative COVID-19 test within the previous 14 days and have not since tested positive? **Yes** **No**

IF ANY Questions (other than COVID-19 Swab result) is a YES Visitor cannot proceed.

Visitor Signature: _____ Date: _____

CLOTH FACE MASKS: Guidance on Safe Use and Cleaning Instructions



Riverside Health Care encourages and supports the use of cloth face masks in public settings as an additional measure where other social distancing measures are difficult to maintain (e.g., grocery stores, pharmacies and public settings).

Cloth masks for *source control* reduce transmission of infection from the wearer to those around them. Non-medical masks do not function to filter inhaled air, however, prevent the spread of bacteria

and viruses from the wearer to others.

Cloth face coverings should:

- fit snugly but comfortably against the side of the face and be large enough to completely cover the nose and mouth without gaping
- fit securely to the head with ties or ear loops
- include multiple layers of fabric
- be comfortable and not require frequent adjustment
- allow for breathing without restriction
- be changed as soon as possible if damp or dirty
- be able to be laundered and machine dried without damage or change to shape

Some masks also include a pocket to accommodate a paper towel or disposable coffee filter, for increased benefit.

Cloth face coverings **should not**:

- be shared with others
- impair vision or interfere with tasks
- be placed on children under the age of 2 years
- be made of plastic or other non-breathable materials
- be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

Only handle mask by touching the loops or ties.

Steps for putting on a Cloth Mask

1. Perform hand hygiene
2. Secure ear loops behind ears **OR** Grasp top ties and secure at the crown of your head with a bow, grasp bottom ties and pull over nose, mouth and chin and secure at nape of neck with a bow.
3. Mold metal piece to nose bridge (if mask has one)
4. Position mask over nose and chin
5. Perform hand hygiene;

6. Keep hands away from face and do not touch the front of the mask.

Masks should be treated as dirty and contaminated after each use. Be careful not to touch your eyes, nose, and mouth when removing your face covering and wash hands immediately after removing.

Steps for taking off a Cloth Mask

1. Perform hand hygiene
2. Grasp ear loops without touching the front of the mask **OR** untie at top of head and at the neck
3. Bending forward, pull the mask off forward to allow the mask to fall away from the face only touching the ear loops or ties
4. Place mask in a bag to be taken home and laundered
5. Perform hand hygiene

Caring for your cloth mask

1. Wash your mask at the end of each day you wear it. If using a filter, remove it before washing.
2. Open the bag and empty mask directly into washing machine
3. Wash in a machine with laundry detergent using warm water
4. Dry in a machine on medium heat
5. If you don't have a washer at home, you can hand wash your mask, using hot, soapy water. Just make sure to scrub the mask for at least 20 seconds (like you would your hands), and hang it up to fully dry before wearing it again. If you're in a pinch, you can also blast it on high heat with your blow dryer.

Safe use of cloth masks

- Careful and meticulous hand hygiene must occur after handling a used mask as this is when self-contamination may occur.
- Perform hand hygiene before applying a mask and immediately upon removing a mask.
- Only handle mask by touching the loops or ties.
- To readjust do not touch the front of the mask, and if it is necessary, immediately perform hand hygiene.
- Do not hang the mask around your neck or loosely from your ear.
- If removing mask when you are alone such as in your office or in your car store mask in a bag, using the ties or loops, place the mask into the bag with the outside of mask facing down. If reapplying handle mask by ties or loops, put on mask and perform hand hygiene.

Cloth non-medical masks may not be effective in blocking virus particles that may be transmitted by coughing, sneezing or certain medical procedures. They do not provide complete protection from virus particles because of a potential loose fit and the materials used.

Medical masks, including surgical, medical procedure face masks and respirators (like N95 masks), must be kept for health care workers and others providing direct care to COVID-19 patients.

Reference:

Government of Canada: Non-medical masks and face coverings: About - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

Welcome to our home.

Our home is currently free from COVID-19.

For the safety of our residents and staff, only outdoor visits are allowed at this time in the designated outdoor visiting area. Before you can visit, you must have had a negative COVID-19 test within the last two weeks and answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today.



Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. You should bring your own cloth mask or face covering for outdoor visits. We will provide you with a mask if you don't have one and show you how to put it on, if needed. You must continue to wear your mask at all times during the visit.



Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that washrooms will not be available to guests during these visits.



Maintain physical distance. We know, this one's hard. But for everyone's safety, avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.



Clean your hands (again). Before you leave, clean your hands thoroughly using an hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

We thank you for your cooperation.

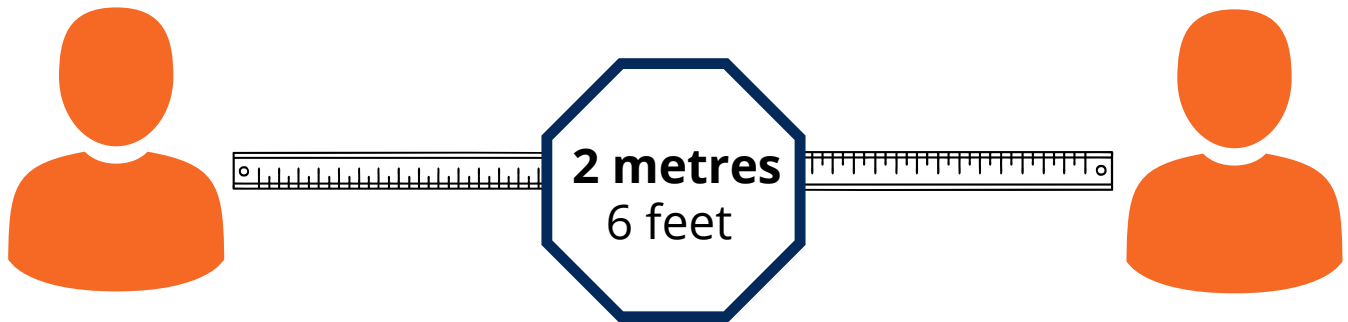
Your visits mean the world to our residents.

Thank you for helping make everyone's visit successful and safe.



COVID-19
CORONAVIRUS

PHYSICAL DISTANCING



For the safety of all, respect the need for physical distancing and keep a two metre / six feet distance from others, at all times.

Please do not reach past the two metres distance or pass items to/from residents during outdoor visits.

Please speak with staff members if you have any questions.

REMEMBER: compliance with all riverside policies and procedures, professional standards, federal or provincial legislation is everyone's responsibility.



RESPIRATORY HYGIENE

COUGH ETIQUETTE



EVERYONE IS ADVISED TO PRACTICE GOOD RESPIRATORY HYGIENE/COUGH ETIQUETTE.

- **Wear a mask.**
- **Turn head away from others.**
- **Cover the nose and mouth with tissue; if you don't have a tissue, cough or sneeze into your upper sleeve or elbow, NOT your hands.**
- **Discard tissues immediately after use into waste container**
- **Perform hand hygiene immediately**

