



Family Visitors Information & Requirements

KW Habilitation follows the Ministry of Health and Public Health guidelines. It is understood that protocols and responses will change based on their recommendations.

We are pleased to announce that effective June 22, 2020 we will be able to allow family visitors again. These visits must comply with all guidelines and recommendations from the Ministry of Health and Ministry of Children Community Social Services, which continue to have restrictions in place. As the Covid-19 pandemic evolves, the direction regarding visits will be adjusted as necessary keeping the safety, health and emotional wellbeing of the people we support, and employees as the priority.

Before a Visit:

- Contact the home of your loved one to set a date and time for your outdoor visit. All visits must be scheduled at least 48 hours in advance.
- Contact your local Covid-19 Assessment Centre, Health Unit or Doctor and arrange to be tested within 14 days before your planned visit. – List of testing sites below.
- Visitors will be required to confirm that they were tested for Covid-19 within 14 days of the visit and that the results were negative.
- Scheduled visits will last for at least 30 minutes and may be no more than one hour in length with a maximum of two visits per week.
- There is a maximum of two visitors per person permitted at one time.
- Visitors may choose to bring their own mask or if preferred one will be provided at the time of visit.
- In advance of the visit please read and ensure you understand the *Hand Hygiene*, *Respiratory Etiquette*, *Physical Distancing* and *How to Wear a Mask* information provided below. These directives must be practiced at all times during your visit.
- Please note: Visitors will not be able to come into the house at any time for any reason during the visit.
- If you plan to bring a gift, it must be something that can easily be disinfected. Gifts will be disinfected by staff. If the gift cannot be disinfected it will not be able to be given to the person. At this time, we are asking that no food be consumed during the visit to allow for proper mask use.

Day of Visit:

- Call ahead to confirm that the home has no suspected or confirmed cases of Covid-19 at the location. If there is, the visit will be cancelled. The screening questions may also be completed during this call.
- When you arrive at the location you will be asked to call the house from your car (if possible) to be screened for Covid-19 over the phone. You will be asked a series of questions to ensure that you do not have any current symptoms of Covid-19.
- Once you pass the phone screening, you may proceed to the front door but **DO NOT ENTER**. Sanitize your hands and put on your mask if you have one. An employee will greet you and provide you with a mask (if needed) and will then take your temperature to ensure you do not have a fever.



Family Visitors Information & Requirements

- If you do not pass the Covid-19 screening or have a temperature of 37.8 C or higher you will not be permitted to proceed with the visit
- If you pass the screening, you will then be directed to a designated visiting area outside of the home. This area will be sanitized prior to and after your visit. The person you are scheduled to visit will then be supported to come out to join you.
- If you have brought a gift. Give to the welcoming employee who will disinfect and then give to the person while you are present during the visit. If the gift cannot be disinfected it will not be able to be given to the person.
- You must try to maintain Physical Distancing at a minimum of 2 meters (6 feet) apart. This includes distancing from the person you are there to visit with and employees.
- You will not be permitted to enter the home for any reason.
- A support staff person will be required to remain in visual contact at all times to ensure that physical distancing and all protocols are followed during the visit.
- When you have completed your visit, leave the designated visiting area, then sanitize your hands and safely remove your mask. Masks provided by KWH are yours to keep.
- Please note that MCCSS requires that any non-adherence will result in the discontinuation of visits.

After the Visit:

- If you begin to experience any Covid-19 symptoms within 14 days of your visit, or you have been tested due to experiencing these symptoms, you are required to notify the Manager of the location you visited.
- if anyone had suggestions on how to improve the process still following ministry guidelines please contact manager

Covid-19 testing sites

<p>Cambridge-North Dumfries Community Assessment and Testing Centre (Cambridge Memorial Hospital) 700 Coronation Boulevard, Cambridge</p> <p>Self-Referrals are accepted by calling 519-621-2333 ext. 2689</p>	<p>8:30am to 8:30pm Monday to Friday</p> <p>8:30am to 4:30pm Weekends and holidays</p>
<p>Grand River Hospital Covid-19 Drive-Thru testing Centre 137 Glasgow St. Kitchener (in the Catalyst parking lot)</p> <p>No appointment necessary, walk-ups can be accommodated</p>	<p>7:30am to 6:30pm seven days a week</p>
<p>St. Mary's General Hospital Covid-19 Testing Centre 50 Bathurst Dr. Unit 1 Waterloo</p>	<p>9:00 am to 5:00pm seven days a week</p>



Family Visitors Information & Requirements

Self-referrals are accepted by calling 519-885-9517	
Kitchener-Waterloo-Wilmot-Wellesley-Woolwich (KW4) Community Assessment Centre 50 Westmount Rd. North, Waterloo	9:00am to 4:00pm seven days a week
Self-referrals are accepted by calling 1-855-414-2255	

<https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>

Hand Hygiene

Handwashing/Sanitizing is one of the best ways to protect yourself and your family from getting sick. You can help yourself and others stay healthy by washing your hands often. Please ensure you sanitize your hands immediately upon your arrival, after your cough or sneeze and as you are leaving.

How to Use Hand Sanitizer

- Apply the gel product to the palm of one hand - Typically, 1-2 pumps.
- Rub your hands together palm to palm
- Rub in between and around fingers
- Rub back of each hand with palm of other hand
- Rub fingertips of each hand in opposite palm
- Rub each thumb clasped in opposite hand
- Rub hands until the product is dry. Do not use paper towels

Respiratory Etiquette

The COVID-19 virus spreads from person to person in droplets produced by coughs and sneezes. Therefore, it is important that all visitors cover their mouths or noses with a tissue when coughing or sneezing and dispose of the tissue appropriately. If no tissue is available, using the inside of the elbow (or shirtsleeve). Always perform hand hygiene after sneezing, coughing and handling dirty tissues. Family Visitors Information & Requirements

Physical Distancing

Maintain a distance of at least 2 meters or six (6) feet, where possible.

Mask Procedures

Masks must be worn at all times by visitors and if possible, the person supported. Wearing non-medical masks or face coverings are acceptable. They must be clean and comply with recommendations from the Ministry of Health.

Family Visitors Information & Requirements

When putting mask on:

- Sanitize or wash hands thoroughly.
- Put mask on using the ear straps, ensure it covers nose and mouth, press wire down around bridge of the nose or ensure fabric is snug to your face.
- Wear the mask in the correct position (covering mouth and nose) and refrain from touching the front of the mask.



HOW TO WEAR A MASK



1

Wear it with the **coloured side facing out**/white side facing in



2

Ensure it covers the nose & mouth **fully**



3

Tie/loop the straps around your head or over the ear



4

Use two fingers to **press the concealed metal wire down to fit the shape of the nose**

When removing the mask:

- Sanitize or wash hands thoroughly.
- Remove mask using the ear straps.
- Do not touch front of mask.
- Dispose in garbage can provided or put in plastic bag and take with you.
- Sanitize or wash hands thoroughly.