



Family Visitors Information & Requirements

KW Habilitation follows the directives from the Ministry of Health (MOH), Ministry of Children, Community and Social Services (MCCSS) and Public Health guidelines. It is understood that protocols and responses will change based on their recommendations.

We are pleased to announce that effective July 22 2020 we are able to relax some of the visitor restrictions that were in place during Phase 2.

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.

Visiting the Home

Family member or friends wanting to visit loved one where they currently reside (Inclusive Living Home) must adhere to the following requirements:

- Visitors are permitted in Inclusive Living home as long as the home is not in an outbreak or waiting for any test results
- If the Inclusive living home has a confirmed or suspected case of COVID19 of staff or people supported, all visitations will be canceled until the known or suspected outbreak has been cancelled following public health guidance.
- Each home will maintain a visitor log. The log will be available for relevant/appropriate staff members to access or for contact tracing by Public Health.
- Visiting shall only occur in designated areas for both indoor and outdoor visits.
- 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.
- You must try to maintain Physical Distancing at a minimum of 2 metres (6 feet) apart. This includes distancing from the person you are there to visit with other residents and employees.
- Visitors (family/friends) may choose to bring their own mask or if preferred a homemade mask will be provided at the time of visit. Visitors must wear a mask at all times whether the visit occurs indoors or outdoors.
- Essential visitors providing care must wear a surgical/procedure mask at all times.
- 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.
- If you would like to bring to a family pet with you for the visit (e.g. dog) that is allowed, please make sure the dog has had all of its vaccinations, is in good health. You are responsible for any clean-up required from your pet.
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Before a Visit:

- All visits must be scheduled at least 24 hours in advance.
- You must speak directly to a staff member of the home who will coordinate arrangements for your visit.
- Only one group of visitors is allowed and so scheduling is required to be flexible to accommodate all the people supported in that home
- 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.



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Day of Visit:

- Call ahead of visit 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. Please note: screening questions may also be completed during this call.
- When you arrive at the location 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. 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.
- 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. 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.
- You must only visit the indoor/outdoor designated area that you are intending to visit, and no other resident.
- 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 metres (6 feet) apart. This includes distancing from the person you are there to visit with other residents and employees.
- A support staff person will be required to remain in visual contact at all times to ensure that physical distancing, respiratory etiquette 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 any non-adherence could result in the discontinuation of visits.

Essential Overnight Absences

- essential overnight absences (e.g. to a family home) considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident are permitted under the new guidelines. Such absences are subject to additional guidelines (e.g. person must self-quarantine for 14 days upon return). Please speak to the Manager regarding such considerations.

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



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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 metres 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.

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**

Source: Ministry of Health

Bername Infographics

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.