

June 25, 2020

Dear CLOC Families,

Community Living Oshawa/Clarington recognizes how difficult the past few months have been without visits to your loved ones at their homes. On June 11<sup>th</sup>, the provincial government announced new guidelines for visits in congregate living settings, to commence on June 17, 2020. The guidelines are attached to this letter, and address areas that will keep everyone as safe as possible, including COVID-19 testing, screening at the location, wearing of proper personal protective equipment (PPE) and requirements for social distancing.

CLOC has created a Visitor Protocol for people wishing to pay visits to someone living in our group homes. This protocol is to ensure the safety of everyone during a visit; yourself, your loved one, housemates and CLOC's employees. The protocol is extensive, but necessary. ***Please note that the congregate living protocols put in place by the province are different than the provincial re-opening phases and expansions of social circles messaging that have been put in place for the rest of the population.*** They are also different from healthcare setting protocols that you might hear about. Non-adherence to these rules will result in a discontinuation of visits, as CLOC is required to abide by the government safety mechanisms that have been put in place.

You will find attached to this letter, CLOC's Visitor Protocol, along with supporting documents outlining proper procedures for donning and doffing of personal protective equipment (PPE), proper handwashing, and the active screening questions that you will be required to answer prior to your visit taking place.

Should you have any questions, please contact the supervisor of the group home, or contact CLOC's COVID-19 hotline at 905-576-3011 x385. Please note that the hotline is not answered directly; leave a message and it will be directed to the most appropriate person to answer your questions.

I cannot express how thankful I am that CLOC's families have been so cooperative during the difficult and uncertain time faced during COVID-19. Despite missing your loved ones, you have been patient, and we have seen some wonderful, creative alternatives to face to face visits come to light during this time.

Together. Apart.



Terri Gray  
Executive Director

## **Visitor Guidelines to CLOC Locations**

June 2020

### Information for Visiting Families

Employees of CLOC are viewed as essential workers and have been required to continue working during the COVID-19 pandemic. Family members have not been deemed as essential visitors, and have been restricted from visiting CLOC settings.

Recently, the Provincial government has given parameters for families to visit their family members in congregate care settings.

Visitors (family members) will be permitted to visit outdoors at CLOC locations and are required to abide by the Provincial order for residential settings.

There is a maximum of 2 people visiting at a time per person. All visits must be prescheduled with staff at the location and a predetermined start and end time established. As there are several people living at each location, this must be coordinated as CLOC manages the number of people visiting a location throughout the day.

### **The following must be adhered to.**

#### **All visitors:**

1. must have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive.
2. must pass an active screening every time they are on the premises and attest that they are not experiencing any of the typical and/or atypical symptoms of COVID-19. Visits are cancelled if you do not pass the active screening or an outbreak is declared at the location.
3. must wear a face mask (covering) at all times during the visit and provide their own covering.
4. must maintain a minimum of 2 metres (6 feet) physical distance from the person for the full duration of the visit.
5. are not permitted entry into the location for any reason.
6. must adhere to protocols for hand hygiene and respiratory etiquette. Sanitizer will be provided for visitors to use at the beginning of their visit.  
(Respiratory etiquette when coughing or sneezing: • turn the 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 • perform hand hygiene immediately after disposal of tissues.)
7. are required to bring their own lawn chairs to the location for visits.

Any non-adherence to these rules will be the basis for discontinuation of the current visit and future visits as CLOC is committed to the safety of all people (residents and employees). Staff will be required to report any violations to their supervisor/on call and visitors will be asked to leave the premises.

## ACTIVE SCREENING FOR COVID-19/RESPIRATORY INFECTIONS

**\*All visitors to complete this screening before beginning their visit\***

### Screening questions:

1. Do you have a fever? (take temperature; a fever is a temperature of 37.8 °C or greater)
2. Do you have any of the following symptoms?  
  
New or worsening cough, difficulty swallowing, chills, shortness of breath, sore throat, headache, runny nose or sneezing, nasal congestion, hoarse voice, new smell or taste disorder(s), nausea/vomiting, diarrhea, abdominal pain, unexplained fatigue/malaise
3. Have you travelled or had close contact with anyone that has travelled in the last 14 days?
4. Have you had close contact with anyone with respiratory illness or a confirmed or probable case of COVID-19?

**If you answered no to all questions, proceed to next questions.**

**If you answer yes to any question, DO NOT PROCEED. Leave the area and contact the supervisor immediately.**

**If you develop any of the symptoms listed during your visit, end the visit immediately and contact the supervisor immediately.**

1. Do you possess a negative COVID test completed within the last 2 weeks?  
Date of results: \_\_\_\_\_
2. Are you aware of and agree to performing proper hand hygiene (washing/disinfecting) prior to visiting? (hand sanitizer can be used if hands are not visibly soiled and where hand washing is not available).
3. Are you aware of the requirement to wear a face covering for the visit, and have been provided instructions on donning and doffing of masks?
4. Do you possess the appropriate face covering for this visit?
5. Are you aware of, and do you agree to observe the appropriate physical distancing of 6 feet from all staff and residents?

**If you agree to all of the above, please sign below, sanitize hands and proceed with the visit.**

**If you disagree with the above, or are not prepared to follow these protocols, you are not permitted to continue with the visit.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location visited



# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



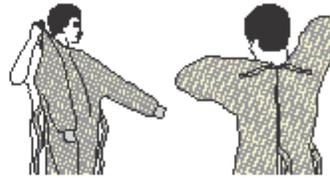
## The 5 steps to Don (put on) Personal protective equipment (PPE)

### 1 Hand hygiene



Clean all surfaces of hands and wrists

### 2 Gown



Cover torso and wrap around back,  
fasten in back of neck and waist

### 3 Surgical/procedure mask



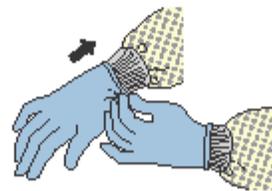
Secure ties at middle of head and neck,  
fit nose band to your nose and pull bottom  
down to completely cover chin

### 4 Eye protection



Place goggles or face shield over  
face and eyes and adjust to fit

### 5 Gloves



Extend to cover wrist of gown



Ministry of  
Health



BC Centre for Disease Control

If you have fever, a new cough, or are  
having difficulty breathing, call 8-1-1.





# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



## The 9 steps to Doff (take off) Personal Protective Equipment (PPE)

Remember to perform hand hygiene between each and every step when doffing



### 1 Gloves



Remember, the outside of gloves are contaminated. Grasp palm area of one gloved hand and peel off first glove. Slide fingers of hand under other glove at wrist and peel off. Discard in regular waste.

### 2 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 3 Gown



Unfasten ties, pull gown away from neck and shoulders, touching ONLY the inside of the gown. Turn gown inside out and roll into a bundle. Discard in regular waste or soiled linen cart.

### 4 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 5 Goggles or face shield



Do NOT touch the front of them. Discard in regular waste or put in receptacle for reprocessing.

### 6 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 7 Mask or N95 Respirator



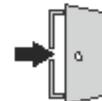
Grasp ties or elastics at back and remove WITHOUT touching the front. Discard in regular waste or in receptacle for reprocessing.

### 8 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 9 Exit Room



AFTER performing hand hygiene (cleaning all surfaces of hands), exit room.

**STOP**

If at any time during this process you become concerned that you may have contaminated your hands, STOP and do hand hygiene an additional time.



Ministry of Health

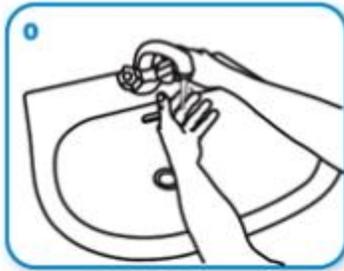


BC Centre for Disease Control

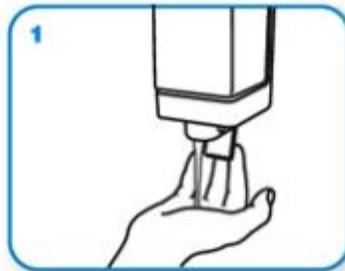
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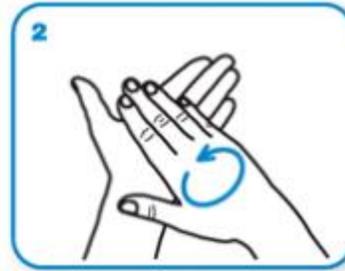
## PROPER HAND WASHING



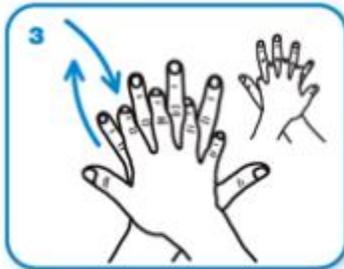
Wet hands with water



apply enough soap to cover all hand surfaces.



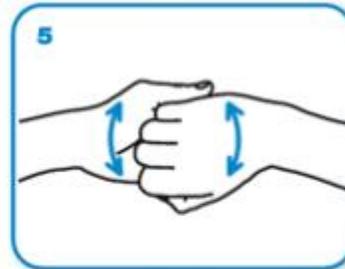
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



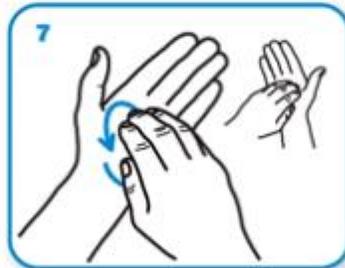
palm to palm with fingers interlaced



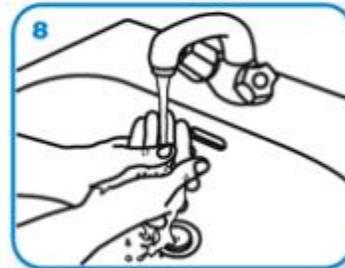
backs of fingers to opposing palms with fingers interlocked



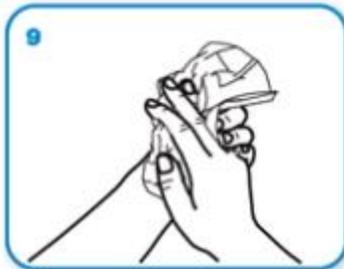
rotational rubbing of left thumb clasped in right palm and vice versa



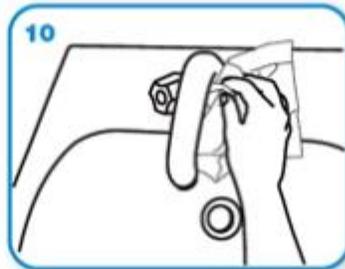
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



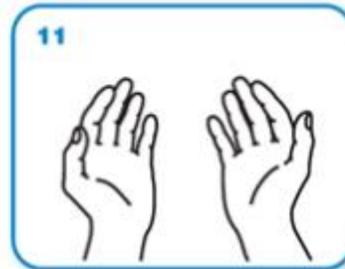
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.



## COVER YOUR COUGH

Stop the spread of germs that can make you and others sick!

Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.

Wash hands often with soap and warm water for 15 seconds. If soap and water are not available, use an alcohol-based hand rub.



For more information please contact Public Health Ontario's Infection Prevention and Control Department at [ipac@ohpp.on.ca](mailto:ipac@ohpp.on.ca) or visit [www.publichealth.on.ca](http://www.publichealth.on.ca)