

Important Information for Family/Friend Visits

Thank you for your patience during these unprecedented times. As we continue to work to ensure the health and safety of people supported, please review the guidelines below:

All visits will take place outside with no access to inside the home.

All visits are at the discretion of management and will occur only when it is in the best interest of the person supported and safe to do so.

Visits will NOT be allowed if the home is in an outbreak or if anyone in the home or visiting the home is awaiting COVID-19 test results or presents symptoms associated with COVID-19.

Before the visit can occur, everyone must answer a series of pre-screening questions. On the day of the visit, visitors will be actively screened and agree to have their temperature taken.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to your family member or friend, our priority will continue to be keeping our home outbreak-free for the safety of people supported and staff.

Please understand that visits may need to end early or be cancelled due to multiple reasons; weather, outbreaks at the site, failure to pass pre-screening questions, if people and/or staff are symptomatic and/or are awaiting COVID-19 test results, or other unforeseen events.

If you have a gift for your loved one, please ask a member of our staff where to leave it, so that it can be sanitized for everyone's safety.

In the 14-days following your visit, if you have tested positive for COVID-19 or someone you are in close contact with has tested positive for COVID-19 you must call us immediately at 905-453-8841.

We thank you for your cooperation.

Upon arrival, you will be actively screened and provided with a new mask and face shield. For everyone's protection, please follow these directions during your visit:



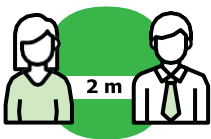
Clean your hands. Clean your hands using hand sanitizer. Refer to page 3 on proper procedure.



Wear a mask and a face shield. You must continue to wear your mask and a face shield at all times during your visit. Refer to page 4 on putting on PPE.



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 when visiting our homes.



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

How to handrub

(preferred method)



JUST CLEAN
YOUR HANDS

Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.

2 Rub hands together, palm to palm.

3 Rub in between and around fingers.

4 Rub back of each hand with palm of other hand.

5 Rub fingertips of each hand in opposite palm.

6 Rub each thumb clasped in opposite hand.

7 Rub hands until product is dry. Do not use paper towels.

8 Once dry, your hands are safe.

For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH.



Putting on Personal Protective Equipment (PPE):

Perform Hand Hygiene:
Using sanitizer provided by
BCCL.

1



2



**Put on a Medical
Mask:**
Mask provided by BCCL

3

Put on a Face Shield
Face shield provided by BCCL

