



# COVID-19

Please rest assured that our residents' and employees' health and safety remain our number one priority!

## VISITOR PROCEDURE AND REGULATIONS

In the event of an outbreak, non-essential visits will again be restricted. If a second wave of COVID-19 occurs, we will revert to restricting visitors to protect residents and staff.

Vicky Gingras, Director of Health Services  
Effective June 29th, 2020

## VISITOR PROCEDURE AND REGULATIONS EFFECTIVE JUNE 29<sup>TH</sup>, 2020

*All sanitary measures including proper respiratory etiquette, hand washing for 20 seconds, 2-meter (6 feet) physical distancing, face covering (mask or washable face cover) are still maintained through the deconfinement process*

### PROCEDURE FOR ALL VISITS:

- **7 days/week – no visitors between 9:15 to 9:45 AM and 11:45 to 12:30 PM**
  - **Monday to Thursday: 8 AM to 8 PM**
    - All indoor visitors must leave the building by 7:30 PM. All visitors, inside and outside, must leave the grounds by 8:00 PM
  - **Friday, Saturday, and Sunday 8 AM to 4 PM**
    - All indoor visitors must leave the building by 3:30 PM. All visitors, inside and outside, must leave the grounds by 4:00 PM
- All visitors must present themselves at door #1 (front entrance) during visiting hours. Please always respect 2-metre distancing including prior and during screening measures. Thank you in advance for your patience and full cooperation
  - Anyone not respecting measures will lose visiting privileges
- Prior to visit, change into clean clothes and avoid doing errands before coming to the Wales Home
  - No personal items onsite during visits (leave everything at home or in your car including purse, cellphones, etc.)
- No food is allowed on premises
- All visitors must wear their **own personal mask**
  - The Wales Home **will not provide** masks, if you do not have one, your visit will not be authorized
  - **Visor/face shield is not authorized**
  - Prior to visiting, visitors must wait outside (respect 2-metre distancing; lines identified on the pavement)
- **If the Visit Coordinator is not at the desk, do not enter the building**
  - All visitors must wait outside until staff is present to greet you
- Use of hand sanitizer upon entering the building is mandatory
- All visitors will be evaluated and screened for symptoms upon entrance. If you do not pass the evaluation, you will be asked to leave the grounds of the Wales Home; please comply with recommendation
- All visitors must register the visitor log including time of entry and exit of the building
  - in the event of a Covid-19 outbreak at the Wales Home, public health must be able to track visitors
- Prior to visit, all visitors will be asked to wash their hands with soap and water for 20 seconds
- Visitors must go **directly** to the resident's room (no socializing with someone in the hallway)
- Visitors must always maintain a **2-meter distance** with all employees **and** other residents
- **Visitors must wash their hands with soap and water for 20 seconds** upon entering the resident's room (2<sup>nd</sup> hand washing)

### PROCEDURE FOR INDOOR VISITS:

- Maximum 1 visitor per resident, or 2 visitors **from the same household**
- Visitors must **remain in the resident's room at all time – common areas are forbidden during visits**. If family would like to speak with the Nurse/LPN, please call the unit before or after visit
- Visitors are **not permitted to hug, kiss, or shake hands with residents; they must always remain at a 2-metre distance**
- Visitors must wash their hands before leaving the resident's room, and go directly to the main entrance (door #1)
- Visitors must register the time of exit in the visitor's log: please respect physical distancing if another visitor is signing the log



### PROCEDURE FOR OUTDOOR VISITS:

- (follow above procedure "For all visits")
- Maximum 10 visitors of no more than 3 households are permitted, and each household must remain at a 2-meter distance from the resident, any other visitor, or employees
- If you need to accompany the resident outside, you must go directly to the resident's room, and immediately escort the resident outside. Once outside, you must either sit or walk while maintaining a **distance of 2-meters**
- Residents must return to their unit by 3:30 pm. Visitors must sign the log prior to leaving

### GENERAL REMINDERS:

- Masks must always be worn; from the moment you exit your vehicle to the moment get back into your car
- Visitors are not allowed to eat or drink during visits as visitors cannot remove mask while at Wales Home
- Reusable face covers must be washed after each use
- All visitors must screen themselves for symptoms daily (symptoms **and** temperature are described in attached form)
- **Do not visit** if you have any cold or flu like symptoms, or active allergies (we cannot differentiate cold vs allergies)
- **Do not visit** if you have been in contact with someone that has Covid-19 **or** has a pending test result for Covid-19 **or** if you have been contacted by Public Health services for a possible contact to covid-19. Respect quarantine period
- **Gifts or items for residents:** Leave all items well identified in a plastic bin outside at door #1. Items will be disinfected and delivered to the resident after 24 hours. Do not bring non-perishable items. Items are not to be brought to the resident's room during visits.

### OUTINGS WITH FRIENDS/FAMILY MEMBERS:

*Residents must remain at a 2-meter distance whether it is an inside or outside visit*

- All outings are permitted including over night (must be within the Estrie)
- LPN/RN must be advised of the resident's outing and expected duration prior to the resident leaving the building
- Residents must wash their hands before leaving their room and upon entry of the Wales Home building
- If resident does not drive their own vehicle, they must sit alone in the backseat of the car. Both resident and driver must wear a mask
- Restaurant outings are not suggested as the resident cannot wear a mask while eating
- Residents living in Shaw/Manning **are to be picked up at door #3 only:** driver is not allowed inside the Wales Home and must wait outside. All outing hours need to be documented in the log at door #3 for tracing in case of an outbreak of Covid-19
- Residents of the CHSLD **must be picked up on their unit** (follow "procedure for outdoor visit")
- All residents who go off the grounds of the Wales Home will be screened for symptoms and temperature daily

Please understand that the Pandemic is not over. It is crucial that everyone respect sanitary measures to prevent an outbreak at the Wales Home. **At this point, it is everyone's responsibility.** Proper hand hygiene with soap and water for 20 second is still the best way to protect everyone. Wear a mask during outings and visits whether it is inside or outside.

Thank you for your immediate cooperation and understanding, and for your outstanding patience

Vicky Gingras,  
Director of health services



## Symptom Self-Monitoring Checklist

Visitors are not authorized onsite if they answer **yes** to any of the questions below; if so, they must contact Info-Covid: 1- 877- 644-4545 to be tested; stay at home and isolate until they receive a negative result.

### COVID-19 RELATED SYMPTOMS

Recent cough or worsening of a chronic cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Fever ( $\geq 38^{\circ}\text{C}$ or $100.4^{\circ}\text{F}$ ; elderly $\geq 37.8^{\circ}\text{C}$ or $100.0^{\circ}\text{F}$ )	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Fever / chills (temperature not taken)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Sore throat	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Nasal discharge	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Breathing difficulties (shortness of breath or difficulty speaking)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Headache	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Generalized weakness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Pain (muscular, thoracic, abdominal, etc.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Irritability / confusion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Diarrhea and/or Nausea/ and or Vomiting	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Sudden loss of smell (anosmia) without nasal congestion, with or without loss of taste (ageusia)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
You have positive symptoms and are waiting for a test result	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Known contact with someone who tested positive to Covid-19	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Contact with someone who has symptoms of Covid-19 (symptoms above)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Contact with someone pending a test result to Covid-19	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
You were contacted by public health authority and asked to isolate	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown