



*Sunshine Centre*  
*Visitor Information Package*

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## *Overview*

Our visitor procedure is based on the principles of safety, emotional well-being, equitable access, and flexibility. It is with compassion that we recognize the need for residents' connection with loved ones, and it is through in-person visits that this can best be achieved.

This package is guided by the last Ontario government updated [COVID-19 Guidance Document for Retirement Homes in Ontario](#) and the [COVID-19 Guidance: Long-Term Care Homes, Retirement Homes, and Other Congregate Living Settings for Public Health Units](#)

As the pandemic continues to evolve, our visitor practice will be reassessed to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within the home and with new directives.

Any non-adherence to the protocols set out in the visitor package will be the basis for discontinuation of visits.

Questions about the Visitor Information Package may be directed to Zulma Garcia, Customer Service Manager at [zgarcia@luthervillage.org](mailto:zgarcia@luthervillage.org).

If you wish to escalate a concern that we were unable to resolve, please contact the Retirement Homes Regulatory Authority at [info@rhra.ca](mailto:info@rhra.ca) or by calling 1-855-275-7472.

## *General Visitor Procedure*

- A general visitor is a person who is not an essential caregiver and visits for social reasons or to provide non-essential services. This also includes prospective residents and their families touring the Sunshine Centre.
- General visitors are permitted providing the resident they are visiting is not in isolation, and the Sunshine Centre is not in an outbreak.

## *Essential Caregivers*

- Essential caregivers are those who provide care and or companionship to a resident. This includes supporting feeding, mobility, personal hygiene,

cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making.

- Essential caregivers include family members who provide care, a privately hired caregiver, paid companions, and publicly funded care providers (i.e., HCCSS, formerly LHIN, Home Instead, Home Care Assistance, Paramed, Warm Embrace).
- Residents (or POA of Care) are to designate a maximum of 2 essential caregivers (exception only for palliative residents).
- All essential caregivers must be registered with us. If you are unsure of your essential caregiver status, please contact RPN Supervisor, Janet Faber [JFaber@luthervillage.org](mailto:JFaber@luthervillage.org).
- Essential visitors who are in contact with a resident who is suspect of or COVID-positive must wear appropriate PPE in accordance with Directive #5 and Directive #1. This includes contact and droplet precautions (gloves, face shield or goggles, gown, and a well-fitted surgical/procedure mask).

### *Contractors & Private Caregivers & Other Support Workers*

- All external care providers and contractors must always wear their name badges.
- Private caregivers and external care providers must complete rapid antigen tests prior to each visit. See the Rapid Antigen Testing Procedure for details.
- Contractors are treated as general visitors.

### *Rapid Testing Procedure*

- Rapid antigen tests will be provided upon entry where required.
- Self-testing will be done in the Little Hall. Results take 15 minutes to obtain.
- Proof of a negative result will be required at the Front Desk prior to entry. This can be done by showing the result to the front desk.
- Here is a helpful [video](#) and [written instructions](#) on how to conduct a rapid antigen test.
- The Ministry of Health also requires us to provide you with the [COVID-19 Provincial Testing Guidance](#) Considerations for Rapid Antigen Screening: COVID-19 Antigen POCT Guidance.

### *Indoor Visits*

- Visitors must always wear a mask when coming and around the Sunshine Centre. Visitors are responsible for bringing their own masks. Children under two years of age are not required to wear a mask.
- Physical distancing of two metres is required. An exception to the requirement for physical distancing has been updated to allow for residents to have brief physical contact with visitors (e.g., hugs).
- Essential visitors are required to wear appropriate eye protection (e.g., goggles or face shield) when providing care within 2 metres of a resident who is in isolation (suspect or confirmed covid positive) or if the Sunshine Centre is in an outbreak. Please come prepared.

### *Outdoor Visits*

- Outdoor visits continue to be the safest and preferred method of visiting.
- If your loved one has significant mobility issues, staff may be able to assist with portering if requested in advance. This can be done by calling the nursing station.

### *Symptom Reporting*

- Visitors who develop symptoms consistent with COVID-19 within 14 days of visiting should do a rapid test and inform the Director of Resident Care immediately. This can be done via email at [mshelley@luthervillage.org](mailto:mshelley@luthervillage.org).

### *Active Screening Protocols*

- Prior to each indoor or outdoor visit, you must:
  - Review this visitor information package.
  - Pass active screening every time you are on the premises or enter the building, and attest that you are not experiencing any of the symptoms of COVID-19.
    - Attest that you have reviewed the following PPE safety information at least once:

[Public Health Ontario's document entitled Recommended Steps:  
Putting on Personal Protective Equipment \(PPE\)](#)

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)  
[How to Hand Wash](#)

- Upon arrival, all visitors will be actively screened. Active screening is repeated at each visit and includes a review of COVID-19 related symptoms and several attestations and the completion of a Visitor Screening Form.

**1. In the last 10 days, have you experienced any of these symptoms? Choose any/all that are new, worsening, and not related to other known causes or conditions that you already have.**

Select “No” if all of these apply:

- Since your symptoms began, you tested negative for COVID-19 on one PCR test or rapid molecular test, or two rapid antigen tests taken 24 to 48 hours apart.
- You do not have fever, and
- Your symptoms have been improving for 24 hours (48 hours if you have nausea, vomiting, and/or diarrhea)

<b>Do you have one or more of the following symptoms?</b>	<ul style="list-style-type: none"><li>○ Yes</li><li>○ No</li></ul>
<b>Fever and/or chills</b>	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher
<b>Cough or barking cough (croup)</b>	Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have.

<b>Shortness of breath</b>	Not related to asthma or other known causes or conditions you already have.
<b>Decrease or loss of smell or taste</b>	Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have.
<b>Muscle aches/joint pain</b>	<p>Unusual long lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select “No”.</i></p>
<b>Fatigue</b>	<p>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select “No”.</p>
<b>Sore throat</b>	Painful or difficulty swallowing (not related to post-nasal drip, acid reflux, or other known causes or conditions you already have.
<b>Runny or stuffy/congested nose</b>	Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have

<b>Headache</b>	<p>New, unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing a headache that only began after vaccination, select “No”</p>
<b>Nausea, vomiting and/or diarrhea</b>	Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have.
<b>2. Have you been told that you should currently be quarantining, isolating, staying at home, or not attending a highest risk setting (e.g., LTCH or TH)?</b>	<p>Could include being told by a doctor, health care provider, public health unit, federal border agent, or other government authority. Please note there are federal requirements (<a href="https://travel.gc.ca/travel-covid">https://travel.gc.ca/travel-covid</a>) for individuals who travelled outside of Canada, even if exempt from quarantine.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>
<b>3. In the last 10 days (regardless of whether you are currently self-isolating or not), have you tested positive for COVID-19 including on a rapid antigen test or a home-based self-testing kit?</b>	<p>If you have since tested negative on a lab-based PCR test, select “NO”.</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>
<b>4. In the last 10 days (regardless of whether you are currently self-isolating or not), have you been identified as a “close contact”* of someone (regardless of whether you live with them or not) who has tested positive for COVID-19 or have symptoms consisted with COVID-19?</b>	<ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>



<p><b>5. Visitors: I attest that I have reviewed the Visitor Information Package and required PPE safety information at least once in the past month.</b></p>	<p> <input type="radio"/> Yes  <input type="radio"/> No </p>
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You must answer **NO** to questions 1 through 4 (residents exempted) and **YES** to question 5 to pass screening and enter the Sunshine Centre.

A “close contact” is defined as an individual who has an exposure to a confirmed positive COVID-19 case, an individual with COVID-19 symptoms, or an individual with a positive rapid antigen test result. You are considered a close contact if you were less than two metres away from the case/symptomatic person for at least 15 minutes, or multiple shorter lengths of time, without personal protective equipment in the 48 hours before the case’s symptoms began or their positive test result, whichever came first.

*Respiratory Etiquette*

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing and sneezing.

Respiratory etiquette must be practiced during all visits to reduce the risk of COVID-19 transmission.

Following these steps is important:

1. Cover your mouth and nose when you cough, sneeze, or blow your nose.
2. Put used tissue in the garbage.
3. If you do not have a tissue, cough, or sneeze into your sleeve, not in your hand.
4. Clean your hands with soap and water or hand sanitizer.

## *Hand Hygiene*

Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands.

Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others. Touching your eyes, nose, or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body.

Handwashing with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.

Follow these steps for hand washing: (hand wash for at least 15 seconds)

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub between fingers, back of hands, fingertips, under nails.
4. Rinse thoroughly under running water.
5. Dry hands well with paper towel.
6. Turn taps off with paper towel.

Hand sanitizers are very useful when soap and water are not available. When your hands are not visibly dirty, a 70-90% alcohol-based hand sanitizer/rub should be used. It has been shown to be more effective than washing with soap (even using an antimicrobial soap) and water when hands are not visibly soiled.

Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

It is important when using an alcohol-based hand sanitizer to apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry.

Follow these steps for sanitizing your hands: (rub hands for at least 15 seconds)

1. Apply 1-2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm, between and around fingers, back of hands, fingertips, under nails.
3. Rub hands until product is dry. Do not use paper towels.
4. Once dry, your hands are clean.

### *Universal Masking*

Masks are mandatory for all staff and visitors (children under two exempted). Residents are not required to wear a mask, although it is strongly recommended if tolerated.

If the visit is indoors, a well-fitted surgical/procedure mask is required. Visitors are responsible for bringing their own mask.

Please come prepared with a medical/procedural mask for indoor visits.