INFORMATION FOR VISITORS
KEEPING EVERYONE SAFE

March 2021
WHAT YOU NEED TO KNOW ABOUT VISITING A PATIENT

- All visitors are required to wear a mask and face shield for the duration of their visit. Please see page 5 for further instructions on how to obtain your personal protective equipment.
- Visits are by appointment only and must be scheduled at least 72 hours in advance. Only visitors with a scheduled appointment will be permitted to visit.
- Visits are 45 minutes with one visit as per availability in the weekly schedule.
- Only one visitor is permitted at the assigned time and the visit must take place in the designated visiting area. No last minute substitute visitors are allowed – only the scheduled person on the list is allowed to visit.
- Visitors must be healthy and have no symptoms of COVID-19.
- Visitors must read and follow visitor expectations.
- Visitors must arrive at the scheduled time and depart at the end of scheduled visit. We cannot accommodate visits outside of the scheduled visit time. If you arrive late, the visit will still end at the scheduled time.
- Visitors must participate in the screening process, including hand hygiene, at the hospital entrance prior to proceeding to the unit.
- Visitors must wear a Visitor ID Badge for the duration of the visit.
- Visitors will proceed directly from screening to designated visiting area.
- Visitors must perform hand hygiene upon entering and exiting the designated visiting area.
- Visitors must respect the time frame established for the visit and follow safety and infection control instructions provided by staff.

NOTE:

- Only hospital-provided masks are permitted. Cloth masks are not permitted to be worn during the visit.
- Visitors who do not pass the screening process may not enter the building.
- Patients who are confirmed positive and not yet resolved and patients suspected of having COVID-19 cannot receive visitors unless under exceptional circumstances (e.g. end of life)
- Visits are not permitted with newly admitted patients who are awaiting COVID-19 test results.
- Food or drink cannot be consumed while you are here. Only pre-packaged food will be allowed and will not be consumed during the visit.
- If you are bringing gifts or other items, you must let the hospital know what you are bringing.
- Pets are not permitted.
- Visitors are not permitted to use patient washrooms.
- Visitors must adhere to additional Infection Prevention and Control (IPAC) instructions.

The visitor protocol is subject to change quickly without notice due to the evolution of the pandemic. If these conditions are not followed, staff may ask you to discontinue your visit. If your visit was discontinued by Waypoint staff for not adhering to hospital protocols, you may appeal this decision. Please speak with the team leader or clinical manager to file an appeal.

If you would like to book a visit with your loved one, please contact the unit directly.
HOW TO WASH YOUR HANDS

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub hands palm to palm.
4. Rub in between and around fingers.
5. Rub back of each hand with palm of other hand.
6. Rub fingertips of each hand in opposite palm.
7. Rub each thumb clasped in opposite hand.
8. Rinse thoroughly under running water.
10. Turn off water using paper towel.
11. Your hands are now clean.

Wash hands for at least 15 seconds.
HOW TO USE HAND SANITIZER

Rub hands for at least 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 clean.

Sources:

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All visitors must wear a procedure mask, also called a surgical or isolation mask, and face shield while at the hospital. Wearing a mask and face shield can help prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly.

Do not touch the front of the mask or face shield while wearing it. Be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer if you accidentally touch your mask or face shield.

For visits at the Bayfield Building - Horizon Program
- Please proceed directly to the Bayfield Building
- Wearing your own mask, proceed to the front doors where you will be given a surgical mask and shield
- You must participate in the screening process prior to entry including a temperature check

For visits at the Toanche and Atrium Buildings
- Please call reception upon arrival at 705-549-3181, ext. 0, and let them you are on campus.
- Put on your own face mask, approach the main doors of the Toanche Building, and a member of our team will greet you with hand sanitizer, a mask and face shield, and direct you to the screening station.
- If you do not have a phone, please approach the main doors of the Toanche building and knock – one of our staff will bring you hand sanitizer, mask and face shield then direct you to the screening station.

**HOW TO DON YOUR MASK AND FACE SHIELD**

- Before putting on your mask, wash your hands with an alcohol-based hand sanitizer until dry or use soap and water for at least 15 seconds. If your hands are visibly soiled, use soap and water.

- Check to make sure the mask has no defects, such as a tear or torn ear loop, then put on your mask by securing the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.

- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask. The masks provided by the hospital allow you to fit the mask across the bridge of your nose. Please do so to prevent a gap.

- Once your mask is secure, perform hand hygiene before putting on your face shield.

- Remove the protective film on both sides of the face shield. To put on face shield, bend forward slightly and hold on to the elastics with both hands. Expand the elastics with your thumbs and place the elastic behind your head.

**HOW TO DOFF YOUR MASK AND FACE SHIELD**

- Take extra care when removing your mask or face shield as this is when self-contamination may occur. Leave the patient care area to remove your mask or face shield.

- Before removing face shield, perform hand hygiene. To remove, reach up behind head or side of head; do not touch the front of the shield. Perform hand hygiene after removing shield.

- Before removing mask, perform hand hygiene. When removing mask, touch only the ear loops. Perform hand hygiene after removing mask.

- Properly dispose of the mask and face shield in the receptacles provided.

- Do not position a mask to hang off one ear, hang around the neck or be pulled down over chin.

- Do not carry mask around by hand or swinging at side. Use ear loops together to hold mask.
What is COVID-19?
COVID-19 is a novel (new) coronavirus that was first identified in Wuhan, China in late 2019. The World Health Organization (WHO) classified COVID-19 as a pandemic on March 11, 2020.

How is COVID-19 spread?
COVID-19 spreads through direct contact with respiratory droplets or someone who is affected with the virus (e.g., when they cough or sneeze). These droplets can spread up to 2 metres or 6 feet. A person could also get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

What are the signs and symptoms of Covid-19?
In general, human coronaviruses commonly cause mild, but occasionally more severe respiratory infections. It is estimated that they cause about 15% of common colds. Older patients and those with chronic medical conditions are at higher risk for severe illness from COVID-19. Some of the symptoms of COVID-19 include:

- Fever
- New onset of cough or worsening chronic cough
- Muscle aches and tiredness
- Difficulty breathing, shortness of breath
- Runny nose, nasal congestion (without other known cause)
- Sore throat
- Decrease or loss of sense of taste or smell
- Chills, headaches
- Nausea, vomiting, diarrhea
- Abdominal pain
- Conjunctivitis (pink eye)
- For those over 70 years of age, they may experience symptoms of delirium, unexplained falls, acute functional decline or worsening of chronic conditions.

Symptoms may take up to 14 days to appear after exposure to the virus.

How do you prevent the spread of COVID-19?
Everyone has a role to play in preventing the spread of COVID-19. Protect yourself and others by following prevention and management measures:

- Follow guidance from your local public health authority
- Clean your hands often
- Try not to touch your eyes, nose and mouth
- Cover your cough
- Clean and disinfect frequently touched surfaces
- Wear a mask or face covering that completely covers the nose and mouth
- Avoid close contact with someone who is sick
- Practice physical distancing:
  - limit activities outside of the home
  - When outside of the home, stay at least 2 meters (6 feet) away from other people whenever possible
INSTRUCTIONS ON PERSONAL PROTECTIVE EQUIPMENT

Wearing a mask and face shield can help prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly. Be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer.

- All visitors must wear both a procedure mask, also called a surgical or isolation mask, as well as a face shield for the duration of the visit.
- To obtain your mask and face shield, please call reception upon arrival at 705-549-3181, ext. 0, and let them know you are on campus and require a mask and face shield.
- Put on your own face mask, approach the main doors of the Atrium building and staff will give you a surgical mask and face shield then direct you to the screening station. Alternatively, if you do not have a cell phone to call once you arrive, please approach the main doors of the Toanche building and knock – staff will answer and bring you a surgical mask and face shield then direct you to the screening station.
- Check to make sure the mask has no defects, such as a tear or torn ear loop, then put on your mask by securing the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Before putting on your mask, wash your hands with an alcohol-based hand sanitizer until dry or use soap and water for at least 15 seconds. If your hands are visibly soiled, use soap and water.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask. The masks provided by the hospital allow you to fit the mask across the bridge of your nose. Please do so to prevent a gap.
- Once your mask is secure, put on your face shield.
- Remove the protective film on both the front and back of the face shield before use. To put on face shield, bend forward slightly and hold on to the elastics with both hands. Expand the elastics with your thumbs and place the elastic behind your head.
- Do not touch the front of the mask or face shield while you wear it. Perform hand hygiene for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.
- Take extra care when removing your mask or face shield as this is when self-contamination may occur. Leave the patient care area to remove your mask or face shield.
- Before removing face shield, perform hand hygiene. To remove, reach up behind head or side of head; do not touch the front of the shield. Perform hand hygiene after removing shield.
- Before removing mask, perform hand hygiene. When removing mask, touch only the ear loops. Perform hand hygiene after removing mask.
- Properly dispose of the mask and face shield in the receptacles provided.
- Do not position a mask to hang off one ear, hang around the neck or be pulled down over chin.
- Do not carry mask around by hand or swinging at side. Use ear loops together to hold mask.
What is COVID-19 or coronavirus disease?
COVID-19 or coronavirus disease is a new corona virus, reported to have been first identified in the province of Hubei, Wuhan China in 2019. The virus itself is part of a larger family of corona viruses (CoV) similar to Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). These viruses are known to circulate among different animal populations such as cats, camels and bats. When the virus makes it way to a human host, the infected individual can experience flu like symptoms.

What are symptoms of COVID-19?

COMMON SYMPTOMS OF COVID-19 INCLUDE:
- Fever (temperature of 37.8 degrees or greater)
- New or worsening cough
- Shortness of breath

OTHER SYMPTOMS OF COVID-19 CAN INCLUDE:
- Sore throat
- Difficulty swallowing
- New olfactory or taste disorder(s)
- Nausea/vomiting, diarrhea, abdominal pain
- Runny nose, or nasal congestion - in absence of underlying reason for these symptoms such as allergies, post nasal drip, etc.

OTHER SIGNS OF COVID-19 CAN INCLUDE:
- Clinical or radiological evidence of pneumonia

Atypical symptoms/clinical pictures of COVID-19 should be considered, particularly in children, older persons, and people living with developmental disability. Atypical symptoms can include:

- Unexplained fatigue/malaise/myaligias
- Delerium (acutely altered mental status and inattention
- Unexplained or increased number in falls
- Exacerbation of chronic conditions
- Chills
- Croup
- Conjunctivitis
- Multisystem inflammatory vasculitis in children
  - Presentation may include persistent fever, abdominal pain, conjunctivitis, gastrointestinal symptoms (nausea, vomiting and diarrhea) and rash
About COVID-19

Atypical signs can include:

- Unexplained tachycardia, including age specific tachycardia for children
- Decrease in blood pressure
- Unexplained hypoxia (even if mild i.e. O2 sat <90%)
- Lethargy, difficulty feeding in infants (if no other diagnosis)

Other risk factors may include:

- Close contact with a confirmed or probable case of COVID-19
- Close contact with a person with acute respiratory illness who has been to an impacted area
- Travel outside of Canada

On average, these symptoms may begin within five to six days of a person becoming infected. However, people may experience symptoms between one and 14 days after the initial transmission/catching the virus.

Anyone, regardless of age, is at risk of contracting COVID-19; However, the likelihood of having severe health complications, if ill, is higher for those who have certain medical conditions such as heart disease, hypertension, lung disease, diabetes and/or cancer; a weakened immune system or those who are older in age/elderly population.

How does COVID-19 spread?
Recent studies have told us that the virus is not airborne meaning it does not stay suspended in the air. The virus is spread most commonly when an infected person sneezes or coughs, expelling droplets from their nose or mouth. The virus uses the droplets as a vehicle to make its way to other people and or surfaces. To be more specific, close, prolonged personal contact, such as touching or shaking hands are means by which the virus can spread person to person. Also, touching something with the virus on it, then touching your mouth, nose or eyes before washing your hand can transmit the virus.

How can COVID-19 be avoided?
There is currently no vaccine to prevent COVID-19 infection. As with other respiratory viruses, the best way to prevent infection is to avoid being exposed to infected persons and to use common infection prevention practices including:

- Washing your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least a 60% alcohol concentration if soap and water are not available or if your hands are visibly soiled.
- Keep a safe distance of two metres or six feet between you and other people.
Is there any treatment for COVID-19?
There is no specific treatment for COVID-19 but your healthcare providers can treat for the symptoms you may be experiencing.

What should you do if you are not feeling well?
If you are a patient, notify your caregiver if you are experiencing any of the symptoms mentioned prior. If you are a visitor, please delay your visit.

What Is Waypoint doing to keep you safe?
We are allowing limited numbers of visits for our patients in designated spaces throughout the hospital. Our environmental service workers are working round the clock to ensure a clean and safe space to enjoy your visit. We ask that you respect the time frames established by our staff, as they are pertinent to our infection prevention and control measures.

What Should You Do Keep your Loved One Safe?
Before visiting, please ensure that you are not experiencing any of the symptoms mentioned earlier. If the person you are visiting is on a geriatric unit, you will have had to receive a negative COVID-19 test within 14 days of your visit. If the person you are visiting is on an isolation unit, visitation will not be permitted.

All persons entering the facility must go through a screening process. Upon entering the facility, we ask that you perform hand hygiene with the alcohol-based hand rub the stationed at the entrance.

Please use the procedure mask provided to you by the hospital. This mask is to be worn throughout the facility and during your visit. There will be brown paper bags distributed at the entrance if you would like to store your personal cloth mask or the mask provided to you.

No personal belongings are to be brought in. Please practice respiratory etiquette and physical distancing of two metres or six feet at all times.

Any non-adherence to the rules will be the basis for discontinuing visits.

ABOUT COVID-19

- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, or the bend of your arm, not your hand and throw the tissue in the trash.