

Visits by informal caregivers in a cold zone

BEFORE YOUR VISIT

- Self-monitor for signs and symptoms (see APPENDIX 1).
- If you are showing any symptoms, cancel your visit:
 - Contact person: _____
- Always make an appointment before visiting the facility:
 - Entry is prohibited to anyone who is not on the appointment log.
- Limit your trips between home and the facility as much as possible:
 - Do not stop anywhere between the facility and home (e.g., grocery store or other public places or businesses).
- Between visits, limit your trips outside the home (e.g., grocery store or other public places or businesses) as much as possible:
 - In order to limit contamination, the facility should be the only place you visit.

WHEN YOU ARRIVE AT THE FACILITY

- Leave your personal items in the car (bag, food, etc.).
- Report to the prevention agent at the front door and follow their instructions.
- Wash or sanitize hands.
- Put on a procedure mask and keep it on the entire time:
 - The mask must cover your nose and mouth at all times.
- **Optional:** Put on safety glasses and keep them on the entire time.
- In the event of an outbreak at the facility, wash or sanitize hands again and put on safety glasses. (Ask the prevention agent, as needed.)
- Hang your coat in the designated location.
- Wash or sanitize hands.
- If you plan to bring your cellphone to the room, disinfect it with the product available at the front desk (disinfecting wipe or other product).

ON THE WAY TO YOUR LOVED ONE'S ROOM

- Proceed directly to your loved one's room, following the route you are given by the prevention agent.
- Visit only the places authorized.
- Keep at least 2 metres away from everyone else at the facility, including staff, residents, and other visitors.

BEFORE ENTERING YOUR LOVED ONE'S ROOM

- Wash or sanitize hands.

DURING YOUR VISIT

- Keep the door open during your visit (except when providing care).
- Stay in your loved one's room.
- You are not permitted to enter and exit the room during your visit:
 - If your loved one is not in their room, ask the staff to bring them back to their room for the visit.
- Ask the staff if you need personal protective equipment (PPE) during the visit.
- Keep at least 2 metres away from your loved one, except when providing care, in which case you must wear PPE according to the method you were shown:
 - Avoid hugging.
- Use only the washrooms designated by the staff.

WHEN LEAVING YOUR LOVED ONE'S ROOM

- Wash or sanitize hands.
- Proceed directly to the exit, following the route you are given.
- Visit only the places authorized.
- Keep at least 2 metres away from everyone else at the facility, including staff, residents, and other visitors.

BEFORE EXITING THE FACILITY

- Wash or sanitize hands.
- Disinfect your cellphone.
- Wash or sanitize hands.
- Put on your coat.
- Wash or sanitize hands.
- If wearing safety glasses:
 - Remove the safety glasses and disinfect them according to the procedure;
 - Put the safety glasses in the designated location.
- Remove the procedure mask and throw it in the garbage.
- Wash or sanitize hands.

WHEN GOING HOME

- On your way home from the facility, do not stop anywhere (e.g., grocery store or other public places or businesses).
- Change and wash your clothes (regular wash cycle).
- On your next visit, do not stop anywhere between home and the facility.
- Self-monitor daily for signs and symptoms of COVID-19 (see APPENDIX 1).

APPENDIX 1

SELF-MONITORING CHART: COVID-19 SYMPTOMS

Asymptomatic

Date symptoms started: _____
YYYY-MM-DD

| Symptoms associated with COVID-19 | | | |
|---|------------------------------|-----------------------------|----------------------------------|
| New or worsening cough | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Unknown |
| Fever of 38°C (100.4°F) or higher Seniors: 37.8°C (100.0°F) or higher | <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 |
| Runny nose | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Unknown |
| Difficulty breathing (e.g., shortness of breath or difficulty speaking) | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Unknown |
| Nausea, vomiting | <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 (muscle, chest, 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 | <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 |
| Other (specify): _____ _____ | | | |

APPENDIX 2

**HAND HYGIENE FOR VISITORS
TO THE FACILITY FROM ARRIVAL TO DEPARTURE**

Hand hygiene is mandatory each time:







BEFORE

- Putting on your mask
- Administering care
- Preparing food or eating
- Putting on gloves

AFTER

- Touching or removing your mask
- Blowing your nose
- Removing gloves
- Contact with body fluid
- Using the bathroom

**AND EACH TIME YOUR HANDS COME INTO CONTACT WITH
CONTAMINATED OBJECTS OR SURFACES.**

| | | |
|---|---|--|
|  | ON ARRIVAL | According to the “Visits by informal caregivers - COVID-19” document |
|  | WHEN EXITING THE STAIRWELL OR ELEVATOR | |
|  | BEFORE ENTERING THE ROOM | |
|  | WHEN LEAVING THE ROOM | |
|  | WHEN EXITING THE STAIRWELL OR ELEVATOR | |
|  | WHEN LEAVING | According to the “Visits by informal caregivers - COVID-19” document |