

Finlandia Village



233 Fourth Avenue, Sudbury, ON P3B 4C3
Telephone (705) 524-3137 Fax (705) 524-5723
www.finlandiavillage.ca

Hello and welcome back!

All of us at Finlandia Village would like to give our sincerest gratitude for your patience during these uncertain times and adhering to the restrictions put into place for everyone's safety and well-being. We understand the difficulties these unprecedented times have brought upon you and your loved ones with not being able to visit with each other as per the norm. We have tried our best with connecting you with your loved ones through our video calls, window visits and outdoor visits, although not the same, we are very happy at the successes we have had throughout this time.

We are excited to announce that we will be slowly and carefully broadening visitations to indoor visits for our long term care home under the directives of the Ministry of Health and Long Term Care. To ensure ongoing safety for our residents and team members, outdoor visits directive will be slightly broadened and indoor visits will unfold in a strict and specific process. These protocols have been provided to us by the Ministry of Health and Long Term Care and must be adhered to.

Please note that if these protocols are not followed we will discontinue outdoor and indoor visitations. If there is a second wave of COVID-19, the Ministry of Health and Long Term Care will revert to restricting all visits. Secondly, if there is an outbreak within the home all outdoor visits will be stopped immediately, and indoor visits will have very specific regulations to be followed.

Again, we thank you for your patience, kindness, support and well wishes you have shared with us and our community. We are excited to welcome you back indoors and to commence Phase 3 of our outdoor and indoor visits.

Sincerely,

Hoivakoti Nursing Home

Hoivakoti Nursing Home Guidelines and Protocols

Outdoor visits for Hoivakoti residents

- There will be a dedicated outdoor visiting area located in the gazebo outside of the Hoivakoti front doors.
- Finlandia Village must **NOT** be declared on outbreak. If an outbreak is declared all outdoor visits must stop immediately. We must be declared resolved by Public Health Sudbury and District prior to reopening visitations. We must remain in compliance with the Chief Medical Officer of Health directives. Video calls and window visits may resume as it was prior to Phase 1 of outdoor visits with consideration of isolation protocols.
- We will maintain our infection prevention and control to the highest standard. The contact area will be sanitized after every visit due to it being a high contact area to ensure minimization of cross contamination and to ensure your safety.
- Screening will occur by our team members prior to exiting with the resident to ensure the utmost safety. You will be screened, have your temperature taken and sign in in the vestibule before every visit. If you feel ill, please stay home and call Life Enrichment to cancel your appointment.
- Hoivakoti outdoor visitors are not required to be tested for COVID-19.
- Masks must be worn by visitors and team members. Residents are not required to wear a mask. Visitors and team members must maintain physical distancing with resident. Please understand this is the most important protocol to follow. For outdoor visits, visitors may wear a simple face covering such as a cloth mask.
- According to the Ministry of Health and Long Term Care, if visitors do not adhere to protocols and regulations, we **CAN** discontinue outdoor visits.
- If the weather does not permit or the resident refuses to exit the building, the visit may be changed to a video call.
- Life Enrichment is responsible for safely transporting resident to and from the designated area and will ensure protocols and regulations are being followed. If these regulations are not adhered to, the visit will be discontinued and the resident will be transported inside and the Supervisor of Life Enrichment will be notified. If this is to happen, you may continue with a video call.
- Only **two** visitors are allowed at a time. If there are more than two visitors, we will not bring the resident outside to the designated visiting area to ensure their safety.
- You must maintain physical distancing at **all** times. Unfortunately, you may not come into close contact with your loved one. Please understand this is for their, your and our safety.
- Hoivakoti visits must be scheduled with the Life Enrichment department to ensure proper physical distancing and staffing coverage. The time slots must be a minimum of 30 minutes and a minimum of once a week. The frequency and length of the visits will be reassessed further into Phase 2.

Indoor visits for Hoivakoti residents

- There will be a dedicated indoor visiting area located in the nursing home if the resident you are visiting is in a shared accommodation. If the resident is in a private room, you may visit in the resident's room.
- You will be escorted by a team member to your designated visiting area, and you must not travel throughout the home for any reason. You may **NOT** visit other residents.
- Finlandia Village must **NOT** be declared on outbreak. If an outbreak is declared all indoor visits must stop immediately. We must be declared resolved by Public Health Sudbury and District prior to reopening visitations. We must remain in compliance with the Chief Medical Officer of Health directives. Video calls and window visits may resume as it was prior to Phase 1 of visits with consideration of isolation protocols.
- We will maintain our infection prevention and control to the highest standard. The contact area will be sanitized after every visit to ensure everyone's safety.
- Screening will occur by our team members prior to entering the building to ensure the utmost safety. You will be screened, have your temperature taken and sign in in the vestibule before every visit. If you feel ill, please stay home and call Life Enrichment to cancel your appointment. If you fail the screening process you may **NOT** enter the home.
- Hoivakoti indoor visitors **must** be swabbed at the test center – Finlandia Village is **NOT** responsible for your swabbing. Swabbing must be done two weeks prior to your visit; these standards were implemented by the Ministry of Health and Long Term Care. If you are negative, you must provide proof to Finlandia Village prior to your visit. If you test positive you are to stay home and follow Public Health Sudbury and Districts' directives and cancel all your visits until further notice.
- Please perform proper hand hygiene before entering and leaving the visit. If needed, please perform hand hygiene throughout the visit. There are multiple hand sanitizing stations throughout the home.
- Masks must be worn by visitors and team members. Residents are not required to wear a mask. Visitors and team members must maintain physical distancing with resident. Please understand this is the most important protocol to follow. For indoor visits, visitors must wear a procedural/surgical mask. Family members must provide their own procedural/surgical mask. Cloth masks or dust masks are **not** to be worn indoors as this does not follow proper infection control guidelines.
- Visitors are prohibited from bringing any pets
- According to the Ministry of Health and Long Term Care, if visitors do not adhere to protocols and regulations, we **CAN** discontinue indoor visits. You may continue to have video calls.
- Life Enrichment is responsible for escorting the visitors to and from the designated area and will ensure protocols and regulations are being followed. If these regulations are not adhered to, the visit will be discontinued and the visitors will be escorted out and the Supervisor of Life Enrichment will be notified. If this is to happen, you may continue with a video call.

- Only **two** visitors are allowed at a time. If there are more than two visitors, we will not allow you to enter the building to ensure proper safety protocols.
- You must maintain physical distancing of 2 meters at **all** times. Unfortunately, you may not come into close contact with your loved one. Please understand this is for their, your and our safety.
- Hoivakoti visits must be scheduled with the Life Enrichment department to ensure proper physical distancing and staffing coverage. If you have not scheduled a visit, you will not be allowed to enter the home. We will be allotting 1 hour time slots once a week. The frequency and length of the visits will be reassessed further into Phase 2. Visits will be scheduled between the times of 10am and 7pm.
- Please respect that visits may be cancelled in the even the resident is not feeling well or the home is unable to staff the visit.

Essential visitors

The Ministry of Health and Long Term Care defines essential visitors as individuals visiting residents who are very ill or palliative, or those who are performing essential support care services for the resident (i.e. family or volunteer providing care).

Essential visitors must adhere to the directives issued by the Ministry of Health and Long Term Care in order to continue to be permitted to visit the residents. Failure to do so may result in discontinuation of essential visits.

- Hoivakoti essential visitors **must** be swabbed at the test center – Finlandia Village is **NOT** responsible for your swabbing. Swabbing must be done two weeks prior to your visit. If you are negative, you must provide proof to Finlandia Village prior to your visit. If you test positive you are to stay home and follow Public Health Sudbury and Districts’ directives and cancel all your visits until further notice.
- Please call Life Enrichment to schedule your visit.
- There may only be **ONE** essential visitor at a time.
- You must wear a surgical/procedural mask and perform proper hand hygiene at all times.
- You may **NOT** visit with other residents. You are to visit between the hours of 8am and 7pm.
- Essential visitors are not required to maintain physical distancing from the resident you are visiting, however, you must maintain physical distancing of 2 meters between yourself and other residents and staff members. If you are in a room with shared accommodations, you are to remain on your resident’s side of the room and you may assist in the dining room with your resident only.
- Only **predetermined essential visitors** will be allowed on site during an outbreak. Essential visitors are predetermined by the Ministry of Health and Long Term Care guidelines and by Hoivakoti long term care home team.
- Visitors are prohibited from bringing any pets.
- If these protocols are not adhered to, your visits will be **discontinued**.
- If we are declared on outbreak, you may continue to visit at your own discretion.
- We will provide you with an essential visitor button to inform all staff on the floor that you are an essential visitor and are following the guidelines under this title and not under the indoor visitors’ title.

*Please note that most essential visitors must have performed essential care prior to the COVID-19 pandemic. Other essential visitors will be assessed upon request and title of essential visitor will be determined by the long term care home. If you wish to be considered as an essential care giver please call Amanda Deforge, Life Enrichment Supervisor at 705-524-3137 ext.233. Your request will be discussed amongst a team where a decision will be made.

Hand Hygiene

Moment 1: Before resident contact

- Shaking hands or stroking an arm
- Helping a resident to move around or get washed

Moment 2: Before procedure

- Oral/dental care
- Skin care

Moment 3: After bodily fluid risks

- After changing an incontinent product
- After shaving a resident if a nick occurs
- After cleaning vomit

Moment 4: After resident environment contact

- Clean hands after leaving the resident room if you have been in contact with the item in their room (bed, night table or chair).
- After helping resident move
- After changing linen
- After clearing an alarm

Residents on isolation

Visitors entering a room of a resident on isolation must wear full PPE when in resident's room. Please see diagram below on how to properly don and doff PPE.



To make an appointment for Hoivakoti visits, please contact the Life Enrichment department at 705-677-8538.

We will accommodate you to the best of our ability.

Testing

Visitors must be screened prior to visits for symptoms of COVID-19. You will be asked the following questions before every visit.

1. If you are experiencing any of the following symptoms, please contact the assessment center on Walford Road to be swabbed at 705-671-7373. NOTE: You will not be able to visit until you have been swabbed and received a negative result by Public Health.
 - Fever (37.8 Celsius or greater)
 - New or worsening cough
 - Shortness of breath
 - Difficulty breathing
 - Hoarse voice
 - Difficulty swallowing
 - Decrease or loss of sense of taste or smell
 - Chills
 - Headaches
 - Unexplained fatigue/malaise/muscle aches
 - Nausea/Vomiting
 - Diarrhea
 - Abdominal pain
 - Pink eye
2. Are you experiencing a runny nose or sneezing or nasal congestion – in absence of underlying reasons these symptoms such as a seasonal allergy or post nasal drip

Additional screening questions

3. Have you traveled or had close contact with anyone that has travelled outside of Canada in the past 14 days?
4. Have you had close contact with anyone with a respiratory illness or a confirmed or probable case of COVID-19?

If you have answered yes to question 4, please read question 5

5. Did you wear the required and/or recommended PPE according to the type of duties you were performing (i.e. goggles, gloves, mask, gowns or N95 with aerosol generating medical procedures when you had close contact with the suspected or confirmed case of COVID-19)?

If you have answered yes to questions 1 and 2, you may **not** visit your loved one.

If you answered yes to question 4 and yes to question 5, you **may** continue with your visit.

If you answered yes to question 4 and no to question 5, you may **not** continue with your visit.

Screening will require a temperature check upon entry and when you leave the building at the end of your visit.

All visitors not in compliance will not be allowed to visit.

Masks

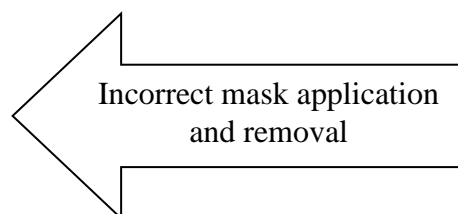
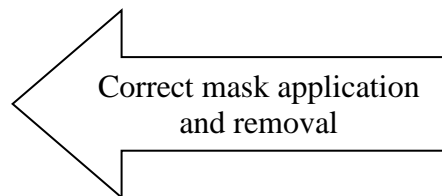
Masking reduces the risk of spreading disease to others. As per directive from the Ministry of Health and Long Term Care, all visitors must be wearing a face covering. The type of face covering depends on the type of visit.

To apply your mask:

- Wash or sanitize your hands prior to applying your mask and adjusting your mask.
- Do not touch the inside or front of your mask with your fingers.
- Apply your mask by holding the ear loops.
- Masks are to be worn appropriately at all times. Do not wear your mask under your chin or nose, hang the mask around your neck, from your ears or rest it on your head.
- If reapplying a used mask, ensure hand hygiene is completed following application of the mask.
 - Please note the diagrams below for further instruction.

Removing your surgical mask with the intent to reuse:

- Perform hand hygiene.
- Do not touch the front of your mask as the front is contaminated. Remove the mask by using the ear loops, slowly and carefully.
- Safely put it in a secure location and wash (cloth masks) or dispose of (surgical/procedure masks).
- Perform hand hygiene.
 - Please note the diagrams below for further instruction.





I have read in its entirety and understand what is being asked of me and will comply with the above:

Print

Sign

Date

Supervisor

We thank you for your understanding and patience while commencing Phase 2.