

# COVID-19 Toolkit

Infection Prevention and Control (IPAC)  
package for visitors in Long-Term Care Homes  
& Retirement Homes

June 2020

# IPAC Package for visitors in Long-Term Care and Retirement Homes

Wellington-Dufferin-Guelph Public Health (WDGPH) has put together this Infection Prevention and Control (IPAC) package for Long-Term Care Homes (LTC) and Retirement Homes (RH) to help support the requirement outlined in [Chief Medical Officer of Health Directive #3](#) to provide visitors with IPAC education.

Homes must have a visitor policy in place that is compliant with Directive #3 and is guided by applicable policies from the Ministry of Long-Term Care (MLTC) and the Ministry for Seniors and Accessibility (MSAA). The latest guidance documents for resuming visits in LTC and RH can be found on the [Ministry's website](#).

Wellington-Dufferin-Guelph Public Health has up-to-date COVID-19 information and resources available on our website for LTC and RH as well as for the Public. Check our website regularly by visiting [wdgpublichealth.ca/coronavirus](http://wdgpublichealth.ca/coronavirus).

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Coronavirus Disease 2019 (COVID-19)

# How to wash your hands



Wash hands for at least 15 seconds

1



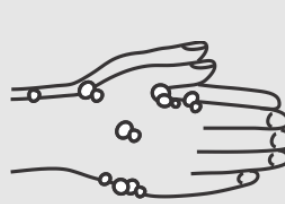
Wet hands with warm water.

2



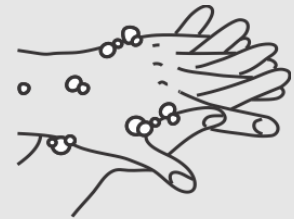
Apply soap.

3



Lather soap and rub hands palm to palm.

4



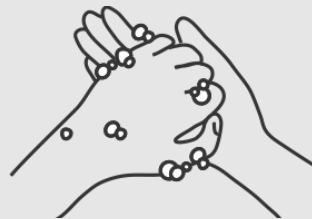
Rub in between and around fingers.

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.

9



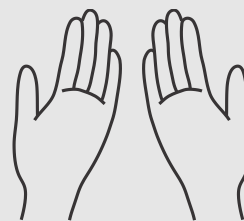
Pat hands dry with paper towel.

10



Turn off water using paper towel.

11



Your hands are now clean.

# 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:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for hand hygiene in all health care settings [Internet]. 4th ed. Toronto, ON: Queen's Printer for Ontario; 2014. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-hand-hygiene.pdf?la=en>

The information in this document is current as of March 16, 2020.

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Ontario 

## KNOW THE FACTS

# ABOUT CORONAVIRUS DISEASE (COVID-19)

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses may be very mild or more serious, such as:

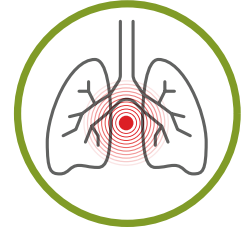
FEVER



COUGH



DIFFICULTY  
BREATHING



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

Coronaviruses are most commonly spread from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

The best way to prevent the spread of infections is to:

- ▶ wash your hands often with soap and water for at least 20 seconds;
- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands;
- ▶ avoid close contact with people who are sick;
- ▶ cough and sneeze into your sleeve and not your hands;
- ▶ practice **physical distancing** at all times;
- ▶ stay home if you are sick to avoid spreading illness to others; and
- ▶ wear a **non-medical mask or face covering**, made with at least two layers of tightly woven fabric, **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops, to protect the people and surfaces around you.

**Note:** The Government of Canada has implemented an Emergency Order under the *Quarantine Act*. This order means that everyone who is entering Canada by air, sea or land has to stay home for 14 days in order to limit the spread of COVID-19. The 14-day period begins on the day you enter Canada.

- If you have travelled and have no symptoms, you must **quarantine** (self-isolate).
- If you have travelled and have symptoms, you must **isolate**.

**For more information on coronavirus:**

1-833-784-4397

[canada.ca/coronavirus](https://canada.ca/coronavirus)



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada



# HELP REDUCE THE SPREAD OF COVID-19

## TAKE STEPS TO REDUCE THE SPREAD OF THE CORONAVIRUS DISEASE (COVID-19):



follow the advice of your **local public health authority**



wash your hands often with soap and water for at least 20 seconds



use an **alcohol-based hand sanitizer** containing at least 60% alcohol if soap and water are not available



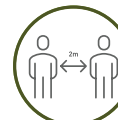
try not to touch your eyes, nose or mouth



avoid close contact with people who are sick



cough and sneeze into your sleeve and not your hands



stay home as much as possible and if you need to leave the house practice **physical distancing** (approximately 2 m)

## SYMPTOMS

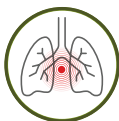
**Symptoms** of COVID-19 may be very mild or more serious and may take up to 14 days to appear after exposure to the virus. The most common symptoms include:



**FEVER**



**COUGH**



**DIFFICULTY BREATHING**

## IF YOU HAVE SYMPTOMS



**Isolate** at home to avoid spreading illness to others.



Avoid visits with older adults, or those with medical conditions. They are at higher risk of developing serious illness.



Call ahead before you visit a health care professional or call your local public health authority.



If your symptoms get worse, contact your health care provider or public health authority right away and follow their instructions.

## FOR INFORMATION ON COVID-19:

📞 1-833-784-4397

@ [canada.ca/coronavirus](https://canada.ca/coronavirus)



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## Coronavirus Disease 2019 (COVID-19)

# Physical Distancing

## What is physical distancing?

- Physical distancing means keeping our distance from one another and limiting activities outside the home.
- When outside your home, it means **staying at least 2 metres (or 6 feet) away from other people** whenever possible.



## Staying connected from home

- Work from home, if possible.
- Stay in touch with friends and family through phone, instant messaging or video chat.
- Host virtual playdates or take your children on a virtual museum tour.
- Spend time reading, playing board games and watching movies.
- Support neighbours who may feel anxious or isolated at this time by connecting virtually or at a distance.



## If you must leave your home

- Travel to the grocery store, pharmacy and bank only when essential and limit the frequency.
- Use delivery services where possible. When picking up food or a prescription, call ahead so it is ready when you arrive. Use tap to pay, if possible.
- Greet neighbours and friends with a smile, wave, bow or nod.
- If you are working, discuss any concerns about physical distancing with your employer or supervisor.
- Travel by car, bike or walk, where possible. If you need to take public transit, try to travel during non-peak hours and take shorter trips.
- Limit the number of people on an elevator.
- Exercise at home or outdoors, but not with a group.
- Go for an on-leash walk with your pet or take your child for a neighbourhood walk, while maintaining distance from other people.
- Always clean hands with alcohol-based hand sanitizer, or soap and water when you return home.

## Things to avoid



Non-essential trips outside your home



Hugging or shaking hands



Crowds or gatherings



Visiting friends



Sharing food or utensils



Engaging in group activities or sports



Visiting popular destinations



Play dates, parties or sleepovers

## Physical distancing and your mental health

Physical distancing disrupts our normal social routines. During times of uncertainty and change, it is normal for people to worry. If you begin to notice signs of depression or hopelessness in yourself or a loved one, please seek help. Get support if you need to talk. For more information see:

- [Take Care of Yourself and Each Other](#)
- [Resources for Ontarians Experiencing Mental Health and Addictions Issues during the Pandemic](#)

**Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19. If you are self-isolating because you have symptoms of COVID-19 or you may have been exposed to COVID-19, see [How to Self-Isolate](#).**

## Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: [ontario.ca/coronavirus](https://ontario.ca/coronavirus).

The information in this document is current as of April 2, 2020



## Coronavirus Disease 2019 (COVID-19)

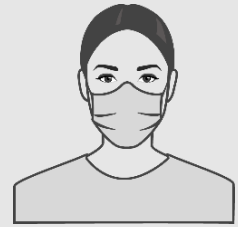
# When and How to Wear a Mask

## Recommendations for the General Public

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

### Wear a mask if:

- You have symptoms of COVID-19 (i.e., fever, cough, difficulty breathing, sore throat, runny nose or sneezing) and are around other people.
- You are caring for someone who has COVID-19.
- Unless you have symptoms of COVID-19, there is no clear evidence that wearing a mask will protect you from the virus, however wearing a mask may help protect others around you if you are sick.



### How to wear a mask:

- Before putting on your mask, wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer.
- Secure 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.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

### How to throw away your mask:

- Do not touch the front of your mask to remove it.
- Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.
- Hold only the loops or strings and place the mask in a garbage bin with a lid.
- Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

### More information about masks:

- When a mask becomes damp or humid, replace it with a new mask.
- Do not reuse a single-use mask. Discard your mask when you have finished using it.

## Coronavirus Disease 2019 (COVID-19)

# Non-medical Masks and Face Coverings

Wearing non-medical masks or face coverings may be an added way to protect others around you, particularly where physical distancing may be challenging (e.g., on public transit, while shopping). Here are some tips on what masks and face coverings do, when you could consider using one, and how to wear it safely.

If you or a household member has symptoms of, or is suspected to have COVID-19, follow the [guidance for self-isolation](#).

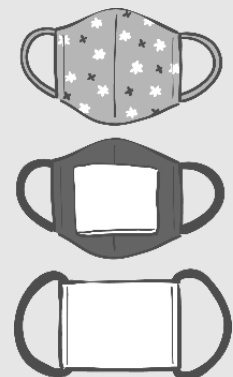
## Why use a non-medical mask or face covering

- COVID-19 can be spread from infected individuals who have a few or no symptoms and are unaware that they may be infected.
- A non-medical mask or face covering is intended to protect others from your infectious droplets.
- It may also prevent other people's droplets from landing in your mouth or nose.
- Consider wearing one in areas where community transmission of COVID-19 is occurring and where [physical distancing](#) may not be possible, e.g., public transit, smaller grocery stores or pharmacies.



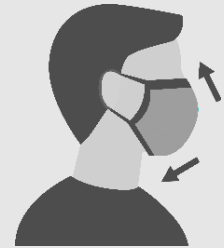
## What kind of non-medical mask or face covering should I use

- No specific design or material is known to be better than others.
- The [Public Health Agency of Canada](#) provides guidance on how to make cloth masks.
- Make sure each cloth mask is made of at least two layers and can be laundered multiple times without losing shape or deteriorating.
- Don't offer to children under the age of two, or individuals who are unable to wear it e.g., medical condition, or unable to wear/remove properly.



## How to wear a non-medical mask or face covering

- Clean your hands with [soap and water or alcohol-based hand sanitizer](#) for at least 15 seconds.
- Make sure it fits **snugly (no gaps between mask and face)** to cover the nose and mouth, i.e., from below the eyes to around the chin.
- Secure it with ties or ear loops so that it is comfortable, and doesn't hinder breathing and vision.
- **Avoid touching the front of the mask or face covering while wearing it** – if you do, clean your hands immediately.
- Wear it as long as it is comfortable, and remove when it becomes soiled, damp, damaged or difficult to breathe through.
- Do not share your mask with others.



## How to remove and care for non-medical masks or face coverings that can be cleaned

- Remove carefully by grasping the straps only and place directly in the laundry.
- If you have to use it again before washing, ensure that the front of the mask folds in on itself to avoid touching the front. Store it in its own bag, e.g., paper bag.
- Immediately clean your hands with soap and water or alcohol-based hand sanitizer for at least 15 seconds.
- Machine wash with hot water and with regular detergent, which should kill any viruses.
- The [Ministry of Health](#) has more information on the use and care of non-medical masks and face coverings.

### Note

- Non-medical masks and face coverings may not provide complete protection against viral particles, especially if they fit loosely.
- As they are not tested to recognized standards, their effectiveness will vary.

## Coronavirus Disease 2019 (COVID-19)

# How to Self-Isolate

**You must isolate yourself from others if you have COVID-19 symptoms or may have been exposed to COVID-19. If you start to feel worse, contact your health care provider or Telehealth (1-866-797-0000).**

## Stay home

- Do not use public transportation, taxis or rideshares.
- Do not go to work, school or other public places.



## Avoid contact with others

- No visitors unless essential (e.g., care providers).
- Stay away from seniors and people with chronic medical conditions (e.g., diabetes, lung problems, immune deficiency).
- As much as possible, stay in a separate room from other people in your home and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g., open windows).
- If these steps are not possible, keep a distance of at least two metres from others at all times.



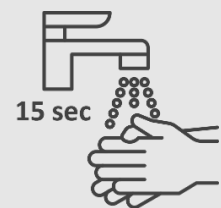
## Keep your distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



## Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel or with cloth towel that no one else will share.
- Use an alcohol-based hand sanitizer if soap and water are not available.



## Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal safer.
- Clean your hands after emptying the wastebasket.



## Wear a mask over your nose and mouth

- Wear a mask if you must leave your house to see a health care provider.
- Wear a mask when you are within two metres of other people, or stay in a separate room.
- If you do not have a mask, maintain two meters distance from people and cover your cough and sneezes. See our [Physical Distancing](#) fact sheet.



## What should I do if I develop symptoms?

- Complete the [COVID-19 Self-Assessment](#).
- Contact Telehealth (1-866-797-0000) or your health care provider.
- Anyone with whom you had close physical contact (e.g., in your household) in the two days before your symptoms started or after symptoms started should also self-isolate. If you have questions about this, call your [local public health unit](#).
- Isolate for 14 days beginning when your symptoms started.
- After 14 days, you can stop isolating if you no longer have a fever and your symptoms have improved, but you should continue with [physical distancing measures](#).
- If you are still unwell at 14 days, contact Telehealth or your health care provider.

## Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: [ontario.ca/coronavirus](https://ontario.ca/coronavirus).

The information in this document is current as of April 10, 2020.

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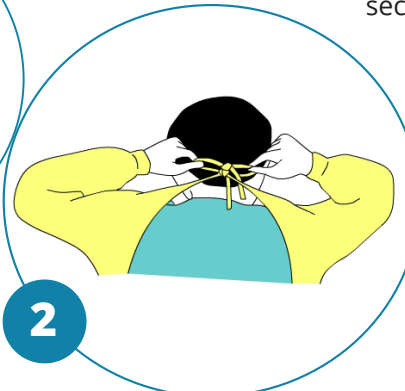
# Recommended Steps: Putting On Personal Protective Equipment (PPE)

## 1. Perform Hand Hygiene



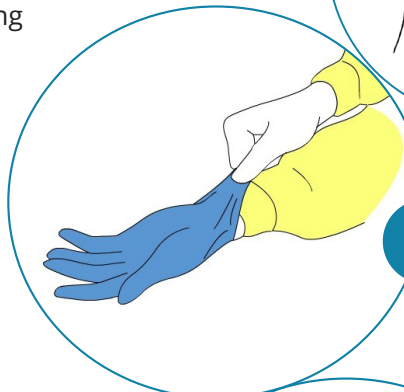
## 2. Put on Gown

- Tie neck and waist ties securely



## 5. Put on Gloves

- Put on gloves, taking care not to tear or puncture glove
- If a gown is worn, the glove fits over the gown's cuff



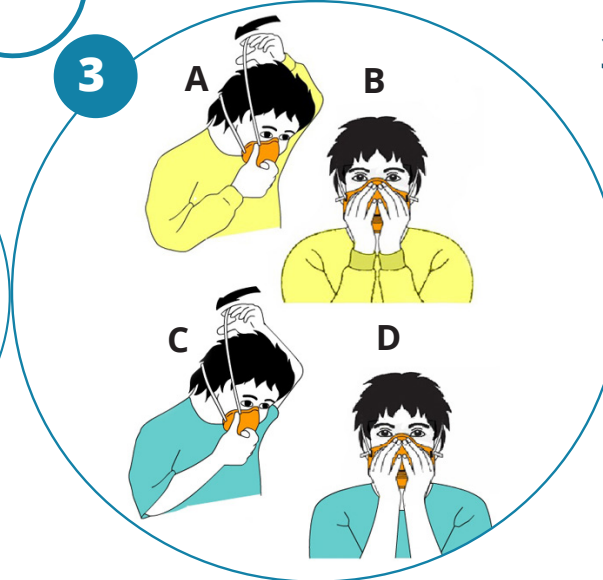
## 4. Put on Protective Eyewear

- Put on eye protection and adjust to fit
- Face shield should fit over brow



## 3. Put on Mask/N95 Respirator

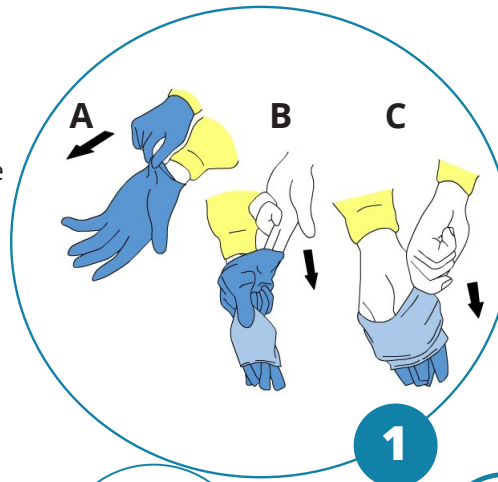
- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check



# Recommended Steps: Taking Off Personal Protective Equipment (PPE)

## 1. Remove Gloves

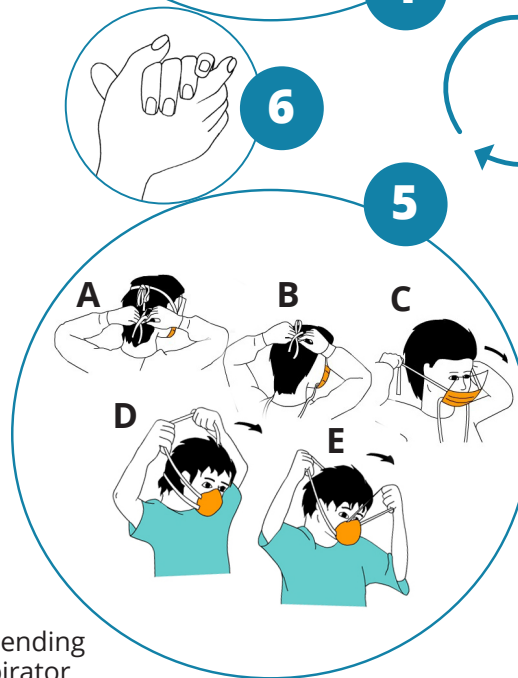
- Remove gloves using a glove-to-glove / skin-to-skin technique
- Grasp outside edge near the wrist and peel away, rolling the glove inside-out
- Reach under the second glove and peel away
- Discard immediately into waste receptacle



## 6. Perform Hand Hygiene

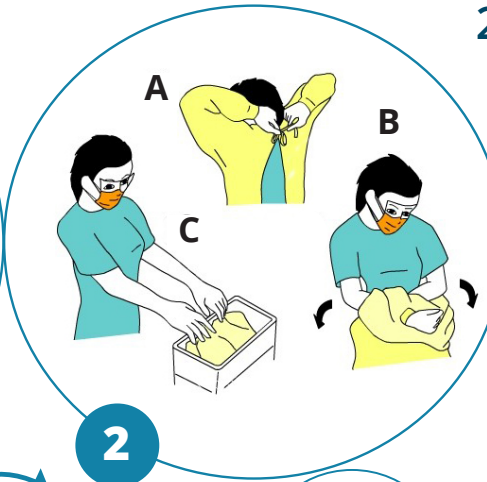
## 5. Remove Mask/ N95 Respirator

- Ties/ear loops/straps are considered 'clean' and may be touched with hands
- The front of the mask/respirator is considered to be contaminated
- Untie bottom tie then top tie, or grasp straps or ear loops
- Pull forward off the head, bending forward to allow mask/respirator to fall away from the face
- Discard immediately into waste receptacle



## 2. Remove Gown

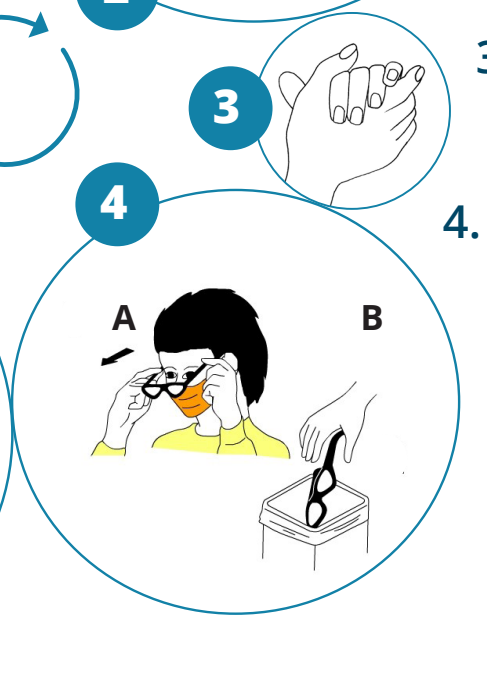
- Remove gown in a manner that prevents contamination of clothing or skin
- Starting with waist ties, then neck ties, pull the gown forward from the neck ties and roll it so that the contaminated outside of the gown is to the inside. Roll off the arms into a bundle, then discarded immediately in a manner that minimizes air disturbance.



## 3. Perform Hand Hygiene

## 4. Remove Eye Protection

- Arms of goggles and headband of face shields are considered to be 'clean' and may be touched with the hands
- The front of goggles/face shield is considered to be contaminated
- Remove eye protection by handling ear loops, sides or back only
- Discard into waste receptacle or into appropriate container to be sent for reprocessing
- Personally-owned eyewear may be cleaned by the individual after each use



Ministry of Health

# COVID-19 Reference Document for Symptoms

## Version 5.0 – May 25, 2020

This document outlines the symptoms which have been most commonly associated with COVID-19. This information is current as of May 25, 2020 and may be updated as the situation on COVID-19 continues to evolve. If there is a discrepancy between this list and other guidance, this list should be considered as the most up to date.

### Common symptoms of COVID-19 include:

- Fever (temperature of 37.8°C or greater)
- New or worsening cough
- Shortness of breath (dyspnea)

### 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 seasonal 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 a developmental disability. Atypical symptoms can include:**

- Unexplained fatigue/malaise/myalgias
- Delirium (acutely altered mental status and inattention)
- Unexplained or increased number of falls
- Acute functional decline

Version 5.0  
May 25, 2020



- Exacerbation of chronic conditions
- Chills
- Headaches
- Croup
- Conjunctivitis
- Multisystem inflammatory vasculitis in children
  - Presentation may include persistent fever, abdominal pain, conjunctivitis, gastrointestinal symptoms (nausea, vomiting and diarrhea) and rash

### **Atypical signs can include:**

- Unexplained tachycardia, including age specific tachycardia for children
- Decrease in blood pressure
- Unexplained hypoxia (even if mild i.e. O<sub>2</sub> sat <90%)
- Lethargy, difficulty feeding in infants (if no other diagnosis)

**Note:** The most up-to date version can be found on the Ministry's website: