

Welcome to the Wellington Terrace!

Some things you need to know

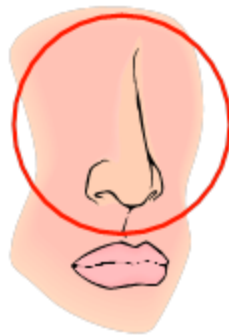


Fragrance Free Facility

- Please remember that while flowers and other scented items are nice, we ask that you refrain from:
 - bringing strongly scented sprays, powders, plug ins, lilies, hyacinths, etc.
 - wearing strongly scented colognes, perfumes, and aftershaves, etc.

Many of our residents and staff have allergies and suffer greatly from the more fragrant ones.

Thank you!



Bird Feeders

Please do not store birdseed in your loved one's room. If you wish to feed the birds, please bring in enough just to fill the feeder on your visit. Storing seeds in the resident's room is causing an issue with moths.



Volunteers are ALWAYS welcome!

You may see volunteers around the building doing things like:

- assisting with meals
- one on one visits with residents
- playing cards, pool, bingo, board games, etc.
- Teaching an exercise class
- taking residents for bike rides on the trails
- and so much more!

We have the BEST volunteers around!

If you are interested in volunteering please speak with Mary Black, the Volunteer Coordinator on the 2nd floor.



**WE NEED
YOUR HELP**

Med Pass Success

Quality Initiative: Avoid distractions During Medication Administration

Did you know that in our home the average:

- # of regular dosed medications is 10 per resident
- # of medication doses administered per resident, each day is 24

Medication administration is a big responsibility and it is important that it is completed as safely and efficiently as possible.

The RPN must be 100% focused on ensuring the Right Medication is given to the Right Resident at the Right time

How can you help to ensure Safe Medication Administration?

- Please avoid phone calls to the RPN during medication pass times
- Determine whether another member of the team can answer your question
- Engage with residents and families to assist with tasks within your ability
- Communicate by leaving non urgent notes on the med cart for follow up at a later time

The BEST times to talk to the RPN are outside of medication pass times:

10am- 11am
2-4pm
7-8pm

**Thank you for doing your part to ensure safe medication
administration at Wellington Terrace!**



Please **do not visit** if you have any new or worsening signs of illness



1. Sore throat
2. Cough
3. Nasal congestion
4. Fever
5. Body aches
6. Headache
7. Shortness of breath
8. Unusually tired/fatigue
9. Nausea
10. Vomiting
11. Diarrhea
12. Decreased or loss of taste or smell

If you are ill and still feel that it is essential to visit you should consult with the Infection Prevention and Control Nurse at extension 7785 to ensure the appropriate steps are taken to keep both you and your loved one safe.



When you visit

1. Please review the passive screening questions posted at each entrance
2. Sign in at the table at the entrance – this helps us know who's in the building in the event of an emergency or outbreak
3. If there are restrictions within the home during outbreaks or you are visiting a resident in isolation, you are required by the Ministry of Health to follow the restriction.

Infection Prevention and Control

WHAT YOU NEED TO KNOW AS A VISITOR



What does infection prevention involve?

1. Staying home when you have symptoms of illness
2. Hand hygiene
3. Respiratory etiquette
4. Wearing Personal Protective Equipment (PPE) when required
5. Additional precautions
6. Cleaning and disinfecting



When to wash your hands

- Before and after you touch your face
- After using the bathroom
- Before and after entering a neighbourhood
- After touching frequently touched objects like (phone, keys, door knobs, elevator buttons)
- Before and after caring for someone who is sick
- Before and after preparing food
- After touching and animal, animal feed or animal waste
- If your hands are dirty or soiled
- ***If in doubt, wash your hands***



How to hand rub

How to handrub (preferred method)

JUST CLEAN YOUR HANDS

Rub hands for 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 safe.

Ontario

For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH.
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Wall units can be found throughout the home



Bottles can be found on tables in common areas

How to hand wash

How to handwash (when hands are visibly soiled)

JUST CLEAN YOUR HANDS

Lather hands for 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 safe.

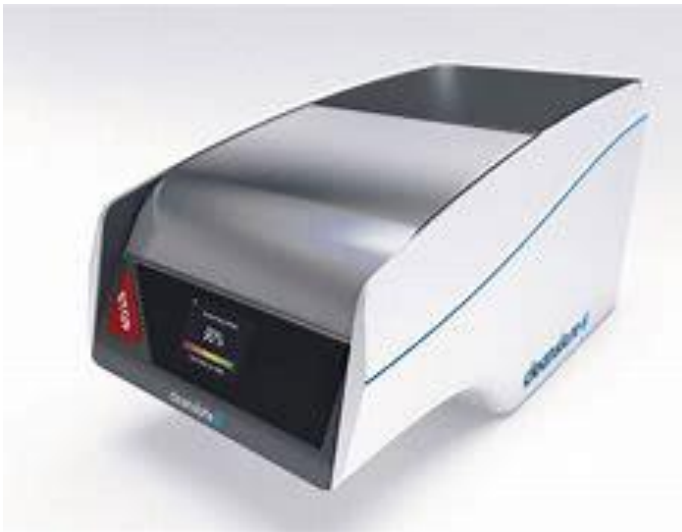
For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH.

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Clean Slate

- Clean your Devices and hard surface objects in the clean slate. (keys, phone etc.)
- Clean slate is effective at killing germs, including super bugs like COVID, MRSA, VRE etc.



How to use the clean slate



- Place the item in the clean slate
- Close the lid
- Wash your hands while you wait for 20 seconds
- The lid will pop open, then remove your items

What is respiratory etiquette?


A simple and effective way to help prevent the spread of illness.
Follow these simple steps.

Coughing and sneezing etiquette


Cover your mouth and nose with a tissue.


Dispose of your tissue properly.


If there is no tissue, cough or sneeze into the bend of elbow – not your hand.


If you sneeze or cough into hand, wash your hands as soon as possible.

Source: US Centres for Disease Control and Prevention

Personal Protective Equipment (PPE)

Proper use of PPE helps keep you and your loved one safe!



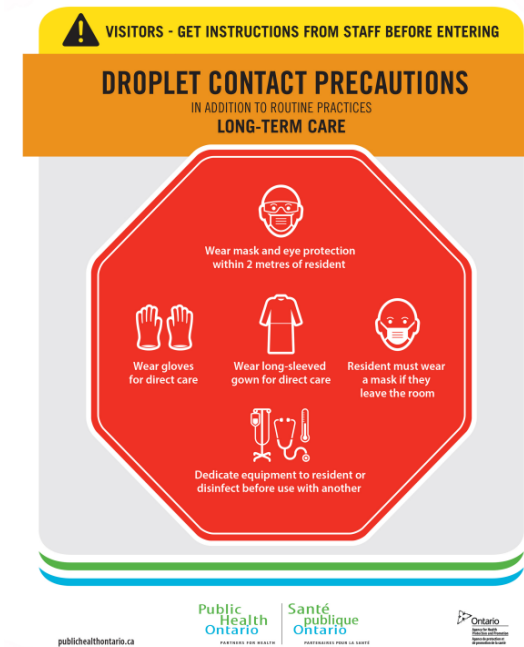
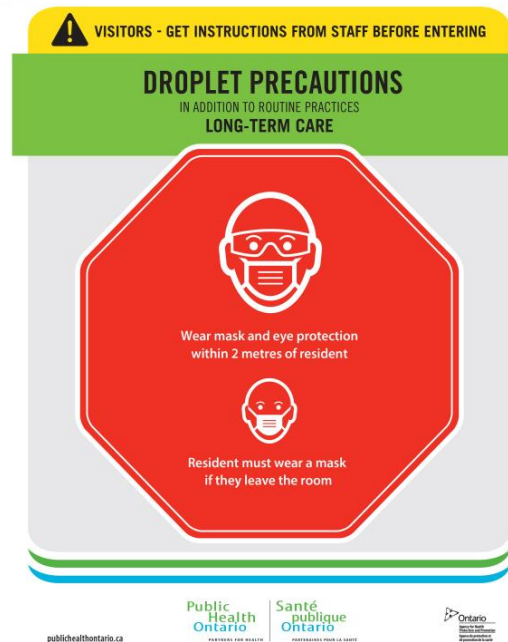
Depending on the type of isolation you may need to wear a :

- Surgical mask
- N95 mask
- Gloves
- Gown
- Eye protection

Isolation signs may be posted on the neighbourhood door if the neighbourhood is in outbreak, or on the resident's door if the resident is in isolation.

Types of Isolation

If you see an isolation sign posted on your loved one's door, or the door of the neighbourhood follow the directions or ask a staff member for help.



Putting on and taking off PPE

It's important to put on and take off your PPE in the correct order to avoid spreading infections. If a resident is in isolation, there are signs posted inside the resident's room for you to reference. If you are unsure, ask a staff member for help!



Eye Protection

- You may need eye protection when you are visiting. Glasses are not sufficient eye protection.
- Eye protection and cleaning supplies will be provided if it is required.
- Eye protection is needed for certain types of illnesses, isolation or when you are at risk of getting splashed.
- Please do not bring in other eye protection from home. All eye protection in health care settings must be approved by Health Canada and will be available for your use.



HOW TO WEAR A MEDICAL MASK SAFELY

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

[who.int/epi-win](https://www.who.int/epi-win)



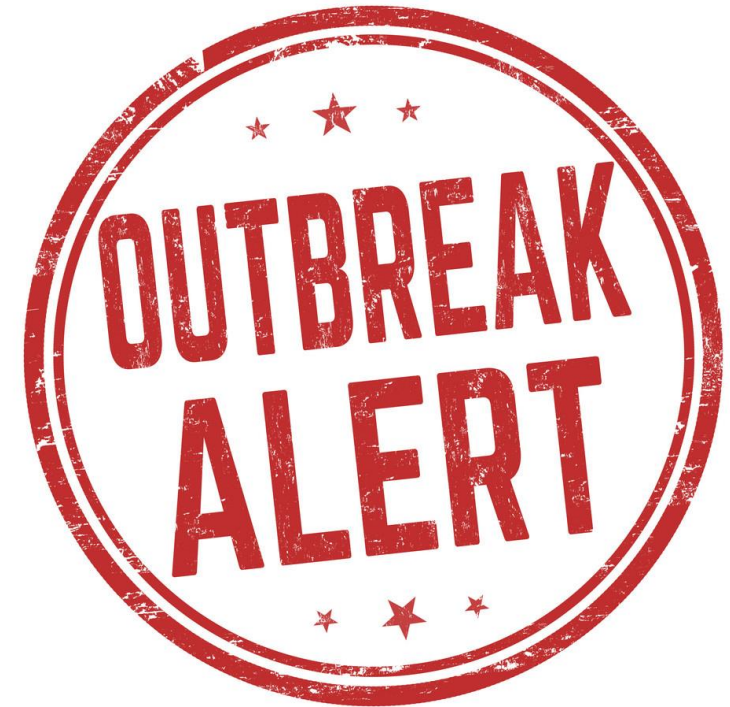
Wearing a mask

- Pick the mask that best fits your face, there are different masks available
- Make sure it covers your nose and chin
- You must wear a mask at all times in common areas and in the hallways.
- If you are visiting a resident alone in their room, with the door closed, you may remove your mask.
 - If a staff, or resident enters the room you **must** put your mask back on.

We encourage you to wear your mask for the duration of your visit to reduce the risk of spreading illness and making your loved one sick.

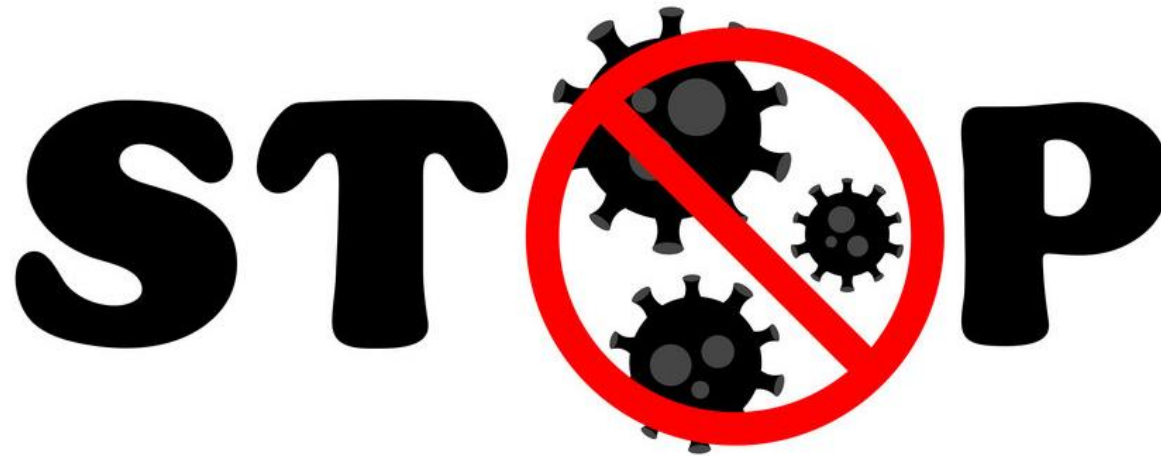
Outbreak

- In congregate settings like Long term care homes, retirement homes, etc. illness spreads more easily.
 - Think of it like your house, when one person in the family gets sick, usually the others do too. Congregate settings are like one extra large house with vulnerable residents that are more likely to get sick. Public Health measures are put in place to help stop the spread.
- Public Health declares an outbreak in the home if there is spread of an illness.
- Communication is sent out through “One call” to update families.
 - See the screener if you would like to join.
- Outbreak signs will be posted on the main doors and on the door of the neighbourhood in an outbreak.
- You may be asked to wear additional PPE depending on the type of outbreak.



2 main types of outbreak

1. Respiratory: diseases that involve symptoms like sore throat, cough etc.
(examples are: RSV, colds, Influenza, COVID etc.)
2. Enteric: diseases that involve symptoms like nausea and vomiting
(like norovirus, gastroenteritis etc.)





During an outbreak on ONE neighbourhood:



1. All residents on that neighbourhood must remain on the neighbourhood.
2. There may be visitor restrictions during outbreak. This will be communicated through one call.
3. Residents on the outbreak neighbourhood may not leave the building, unless it is for a medical appointment, the medical facility is aware of the outbreak and the leave is approved by the Director of Care.
4. All large group programs are cancelled. Small programs take place on the neighbourhood for well residents.
5. We appreciate your assistance with meals, but ask that you assist the resident with their meal in their room.
6. *If you are visiting a resident on isolation, you must wear the recommended PPE and are not able to remove your mask.*

All of these measures are put in place by Public Health to reduce the spread of infection within the home and to others in the community.

During a Home Wide Outbreak



1. All residents must remain on their home neighbourhood.
2. Residents may not leave the building, unless it is for a medical appointment, the medical facility is aware of the outbreak, and the leave is approved by the Director of Care.
3. All large group programs are cancelled. Small programs take place on the neighbourhood for well residents.
4. The following services will be put on hold until after the outbreak. Dental hygiene, Footcare, Physio, Occupational Therapy and other outside support.
5. We appreciate your assistance with meals, but ask that you assist the resident with their meal in their room.
6. *If you are visiting a resident on isolation, you must wear the recommended PPE and are not able to remove your mask.*

All of these measures are put in place by Public Health to reduce the spread of infection within the home and to others in the community.

THANK YOU
FOR KEEPING
US SAFE.

