

# Heritage Nursing Home Visiting Policy during COVID-19 Pandemic

(last updated October 24, 2022)

As the COVID-19 outbreak evolves in Ontario, the visiting policy will be continually updated to keep the safety and emotional well-being of residents and staff at the forefront.

There is an ongoing need to protect Heritage Nursing home residents and staff from the risk of COVID-19, particularly as residents are more susceptible to infection from COVID-19 than the general population due to their age and medical condition.

Rules for Heritage Nursing home visits continue to be in place to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the care they need and maintaining their emotional well-being.

**This visiting policy is guided by the following principles:**

- **Safety** – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.
- **Emotional Well-Being** – Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access** – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.
- **Flexibility** – The physical/infrastructure characteristics of the home, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies.
- **Equality** – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

Visitors should consider their personal health and susceptibility to the COVID-19 virus in determining whether visiting a long-term care is appropriate. (IF YOU ARE ILL WITH ANY OF THE SYMPTOMS RELATED TO COVID-19, PLEASE DO NOT VISIT THE NURSING HOME)

## TYPES OF VISITORS

### Essential Caregivers

Essential caregivers are individuals who are designated by the resident and/or their substitute decision maker (SDM) and are visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision making).

Essential caregivers include family members, privately hired caregivers, paid companions and translators.

- The decision to designate an individual as an essential caregiver is at the discretion and remit of the resident and/or SDM. The home will not partake or interfere in this decision-making process.
- Limits to the number of essential caregivers designated per resident and per visit may change based on Ministry of Health directives – these updates will be communicated in a timely manner and will be posted at reception.
- Essential caregivers may visit the resident at any time without an appointment.
- There are no restrictions on the lengths of visits for essential caregivers.
- Essential caregivers must be at least 18 years of age.
- The resident and/or SDM may substitute the individuals who are designated as essential caregivers in response to changes in the resident's care needs that are reflected in the plan of care or to changes in the availability of a designated caregiver (temporary or permanent).
- Essential caregivers are the only type of visitors that are permitted when a resident is self-isolating or symptomatic or when a LTCH is in outbreak; however, visiting under these circumstances is at the discretion and direction of the local Public Health Unit (PHU).
- **If a resident is self-isolating or symptomatic, or if the home is in outbreak, a maximum of one (1) essential caregiver may visit the resident at a time.**
- When visiting a resident who is symptomatic or isolating, essential caregivers will wear all required personal protective equipment (PPE) when interacting with the resident or resident's environment. The home will provide all required PPE, which includes surgical/procedural masks, N95 respirators (as needed), gowns, gloves and eye protection (e.g. face shield or goggles). Essential caregivers are not required to maintain physical distancing from the resident they are providing care to, but must maintain physical distancing from other residents, visitors and staff.

Essential caregivers **must** read and agree to comply with the following requirements:

- Must comply with the current Heritage Nursing Home policies, including;
  - **COVID-19 Testing Policy.**  
NOTE: COVID-19 test requirements may change according to Ministry of Health Directive directives, vaccination status, and the circumstances of the ongoing COVID-19 pandemic. Changes will be communicated to essential caregivers in a timely fashion. Please keep updated on these changes.
  -
- All caregivers prior to visiting any residents for the first time, and at least once every month thereafter, should verbally attest to the home that they have read/re-read the home's visitor policy.
- All caregivers must wear the required PPE while in the facility (PPE will be provided by Heritage as needed).
- Prior to becoming an essential caregiver, and once annually thereafter, it is required that individuals attend Infection Protection and Control (IPAC) training provided by Heritage Nursing Home.
- All essential caregivers must comply with the home's infection control protocols
- All essential caregivers Must review our home visiting policy during COVID-19 pandemic

The home will provide training to caregivers that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene. The home will also provide retraining to caregivers, with the frequency of retraining indicated in the home's visitor policy.

All caregiver/essential visitors should pass active screening on entry for symptoms and exposures for COVID-19.

If you want to become a caregiver, you will need to submit a written request to:

[hchen@heritagenursinghome.com](mailto:hchen@heritagenursinghome.com)

Visitors who do not comply with the above process will be asked to leave the visit. Future visits may be discontinued.

To ensure a safe and secure environment for its residents, homes have the discretion to further restrict the number of visitors.

## General Visitors

General visitors are any individuals who visit the facility and are *not* designated as essential caregivers, staff, students, volunteers or support workers.

- Appointments are not required for general visitors.
- Heritage is open to general visitors 7 days a week.
- **Visiting hours for general visitors:**
  - **10am to 7pm DAILY**
- Visits are limited to 1 hour
- **General visitors are NOT permitted when the resident they are visiting is in isolation, or when the unit is in outbreak**
- **General visitors are NOT permitted during resident meal times**
  - Lunch 12pm – 1pm
  - Dinner 5pm – 6pm
- General visitors must wear a “GENERAL VISITOR” sticker in a visible place

## General Indoor/outdoor Visitors

General Visitors are individuals who are not essential visitors who are visiting a resident to provide non-essential services (e.g. social visits, family members or friends who are not providing care needs as outlined under essential caregivers).

- There is no age requirement for general visitors; however, general visitors under the age of 14 years of age must be accompanied by an adult (18 years of age or older) and must follow all infection prevention and control practices and precautions that are in place at the home. Children under the age of two years do not count towards the general visitor maximum.
- General visitors need to be actively screened upon arrival.
- Limits to the number of general visitors who may visit may change based on Ministry of Health directives.
- Visits may take place only during posted visiting hours, and may last for up to 1 hour.

- Must comply with current Heritage Nursing Home COVID-19 Testing Policy.

**NOTE: COVID-19 test requirements may change according to Ministry of Health Directive directives, vaccination status, and the circumstances of the ongoing COVID-19 pandemic. Changes will be communicated to visitors in a timely fashion. Please keep updated on these changes.**

- If a resident is self-isolating or symptomatic or if the home is in outbreak, general visitors are not permitted.
- All general visitors must comply with current Heritage Nursing Home PPE policy, including, if applicable, mandatory masking and/or use of eye protection during the entire visit (the home will provide each caregiver with a surgical mask, and face shield/goggles to wear properly at all times).

**Virtual visits and window visits** will be arranged by calling Program Manager at 416-461-8185 extension 40 or by emailing [sgreenidge@heritagenursinghome.com](mailto:sgreenidge@heritagenursinghome.com)

### **Screening and Other Requirements**

Both essential caregivers and general visitors are required to participate in and pass active screening on entry to the home. Active screening includes:

- Verbally attest to not be experiencing any typical or atypical symptoms of COVID-19.
- Verbally attest to not having exposure to an individual who is suspect or confirmed COVID-19.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not having travelled outside the province in the last 14 days.
- **If an individual is fully vaccinated and has travelled outside the province in the last 14 days, a negative PCR COVID-19 test result is required for entry to the home. Testing is the responsibility of the individual.**

### **Further to active screening, essential caregivers must:**

- Receive education on the home's visitor policy and on infection prevention and control practices, including Public Health Ontario's guidance on hand hygiene and donning and doffing personal protective equipment (PPE) prior to visiting any resident for the first time and once per year thereafter.

- Sign a Confirmation of Receipt of Education form acknowledging their understanding of the education provided, that they had an opportunity to ask questions and received a satisfactory response, and their responsibility to follow all requirements.
- **Verbally attest to reviewing the home's visitor policy at least once every month thereafter.**
- Wear a surgical/procedural mask while on-site at all times. The home will provide visitors/caregivers with surgical/procedural masks.
- Must be tested for COVID-19 every 1 week (Heritage will sometimes provide testing on-site on certain days, otherwise essential caregivers must arrange for their own testing. When required, please email or fax your results to the home in advance of your visit).
- Practice physical distancing from other residents, visitors and staff.

**Please review attached handouts:**

- Public Health Ontario (PHO) guidance document entitled Recommended Steps: Putting on Personal Protective Equipment
- Hand Hygiene/How to hand rub
- Hand Hygiene/How to hand wash
- Physical Distancing
- How to Wear a Face Mask
- Respiratory Etiquette
- How to Self-Isolate

**Please review the following videos from PHO:**

- Video entitled [Putting on Full Personal Protective Equipment.](#)
- Video entitled [Taking off Full Personal Protective Equipment.](#)
- Video entitled [How to Hand Wash.](#)

**Food, Personal Items and Gifts**

Visitors/caregivers may bring in food items or beverages for a resident so long as they are in sealed containers that can withstand being wiped down using high-level disinfectant.

Visitors/caregivers may bring in gifts or personal items for a resident so long as they can withstand being wiped down using high-level disinfectant, or can be put directly in the laundry.

The home is not permitting plants, flowers or other items that cannot be wiped down using high-level disinfectant at this time.

The home is not permitting visits with pets at this time.

### **Additional Information**

Updates to the COVID-19 Visiting Policy also include guidance on other classifications including support workers, volunteers, placement students, support persons under the Accessibility for Ontarians with Disabilities Act (AODA) and government inspectors.

For any questions regarding Directive #3, the MLTC COVID-19 Visiting Policy, the home's visiting policy or to discuss any circumstances surrounding the individualized needs of a resident, please contact the Director of Care or Administrator.

Any non-adherence to this protocol will be the basis for discontinuation of visits or care giving access. The Administrator will make the final determination and the visitor/caregiver will be notified of the decision in writing.

**Heritage Nursing Home Confirmation of Receipt of Education form acknowledging**

I, \_\_\_\_\_, acknowledge that I have received and reviewed the Visitor/  
Essential Caregiver Information Package which includes guidelines for the indoor visiting and essential  
caregiver programs, hand wash, physical distancing, instructions for self-isolation, and infection  
prevention  
and control practices. I have been provided with the opportunity to ask questions and have received a  
satisfactory response. I understand the information provided and my responsibility to follow all  
requirements  
as outlined in the Visitor/Essential Caregiver Information Package.

\_\_\_\_\_

Name (Please Print)

\_\_\_\_\_

Signature

\_\_\_\_\_

Date



## OUTDOOR VISITOR Active Screening Tool for COVID-19

Visitor Name: \_\_\_\_\_

Date:

\_\_\_\_\_

Contact Number: \_\_\_\_\_

Resident Visited: \_\_\_\_\_

\_\_\_\_\_

**SCREENER must ASK the following Screening Questions in FULL prior to the visit:**

1. Do you have any of the following new or worsening symptoms: new or worsening cough/shortness of breath/sore throat/ runny nose\* or sneezing\*/nasal congestion\*/hoarse voice/difficulty swallowing/new smell or taste disorder/nausea and or vomiting/diarrhea/abdominal pain/unexplained fatigue/malaise/chills/headache/conjunctivitis? **(Circle ALL Symptoms that APPLY)** \*(in absence of underlying reasons such as allergies/post nasal drip)  
**Circle:**        Yes        No
2. Have you travelled or had close contact with anyone that has travelled outside of Canada within the last 14 days?  
**Circle:**        Yes        No
3. Do you have a fever?  
**Circle:**        Yes        No
4. Have you had close contact with anyone with a respiratory illness OR a suspected or confirmed COVID-19 case?  
**Circle:**        Yes        No
5. I further agree to follow the protocols for infection control measures of the Home. At a minimum, these include hand hygiene before and after my visit; wearing a face covering/mask throughout my visit; maintaining physical distance of 6 feet from the person I am visiting, as well as other visitors and staff.

Signature of visitor: \_\_\_\_\_

## **Short Stay and Temporary Absences during the COVID-19 Pandemic**

Residents of Heritage Nursing Home are permitted to leave for short stay and temporary absences based on update COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007 issued by Chief Medical Officer of Health.

**Short stay absences** are for health care-related, social or other reasons and do not include an overnight stay, with the exception of single-night emergency room visits. Short stay absences do not require approval or prearrangement.

Short stay absences include:

- Outpatient medical appointments
- Emergency room visits that take place over a single night (e.g. assessment and discharge from the emergency department spans one overnight period).
- Outdoor walks on the Heritage Nursing Home's property
- Social visits in the community

**(Under the Public Health Unit Region Zone- Orange, red, grey, short stay or temporary absences are not permitted except for medical or compassionate reasons and requests for these absences must be submitted to the home.)**

**Temporary absences** are for personal reasons and are for one or more nights. Isolation and COVID-19 testing may be required on return to the LTCH. The LTCH will review and approve all temporary absences on an individual basis, taking the following into consideration:

- The home has an ability to support self-isolation for 14 days upon the resident's return.
- Local disease transmission and activity.
- The risk associated with the planned activities that will be undertaken by the resident while out of the home.
- The resident's ability to comply with local and provincial policies and bylaws.
- Any further direction provided by the Ministry of Long-Term Care (MLTC) or by the local Public Health Unit.

**Residents will be provided with a mask prior to leaving the LTCH. Residents will be required to practice physical distancing, hand hygiene, respiratory etiquette and proper mask use while on short stay or temporary absences. A reminder to be safe and stay true to your social circle.**

**Residents will be actively screened upon return to the nursing home from any type of absence.**  
**In cases where the resident is assessed to have been in a high-risk situation for exposure to COVID-19, isolation of the resident with contact and droplet precautions may be required.**

## OUTING PROTOCOLS FOR HERITAGE NURSING HOME RESIDENTS

**The following protocols must be maintained throughout the outing in order to protect Heritage's residents and staff:**

- Resident will be provided a mask by Heritage Nursing Home to be worn at all times where possible
- Physical distancing of 6-feet between people must be observed at all times when possible
- If physical distancing is not possible, then masks must be worn by everyone
- If the symptom status of the Resident or anyone visiting with the resident changes during the outing, the Resident may need to be placed in self-isolation upon returning to the home
- All visitors are reminded to comply with Public Health measures including constant hand hygiene and limiting visits with large groups and other potential exposures that put the Resident at high-risk
- If visit plans change from the initial request, Heritage staff must be notified upon the Resident's return to the home

**Acknowledgement and Agreement Initial by Designate: PICKUP \_\_\_\_\_ RETURN**

\_\_\_\_\_

**HERITAGE NURSING HOME**  
**RESIDENT OUTING TRACKING FORM**

Resident Name: \_\_\_\_\_ Room Number \_\_\_\_\_

Person Requesting Outing (relationship): \_\_\_\_\_ Contact info: \_\_\_\_\_

Date and Time of Outing: \_\_\_\_\_

1. Outing Description:
  
2. Does the person requesting the outing with the resident or anyone expected to visit with the resident during their outing have any symptoms of COVID-19 or recent exposure to a confirmed case of COVID-19?  
\*use the visitor screening symptoms as a guide when you ask\*
  
3. How many other people will be in attendance at the outing?
  
4. Length of time Resident will be off Heritage property?
  
5. What is the mode of transportation for the outing?
  
6. Is social distancing able to be maintained and/or masking by others present during the visit?
  
7. OTHER Information: \_\_\_\_\_

**Once complete: please direct to IPAC Lead or designate for review and follow up**

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Approved  Approved with Additional Precautions Required  Denied

Family notified of decision above: YES / NO

\_\_\_\_\_  
Signature of IPAC Lead or Designate

\_\_\_\_\_  
Date

\*\*Outings that require additional precautions on return or that are denied  
must be given in writing to the Resident's family member with rationale for the decision\*\*

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## RESIDENT PICKUP TRACKING

Pickup date: \_\_\_\_\_ Time: \_\_\_\_\_ Supervisor \_\_\_\_\_ at \_\_\_\_\_ pickup:  
\_\_\_\_\_

- Resident completed and passed Covid-19 screening on release
- Resident has all medications, clothing or other items for duration of visit
- Pickup designate passed Covid-19 screening on arrival at Heritage
- Pickup designate agrees to follow outing protocols outlined below (designate must read and initial below)
- Outing details and return time confirmed as described in Question 1 of Tracking Form  
If there any changes, please note here:  
\_\_\_\_\_

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## RESIDENT RETURN TRACKING

Return date: \_\_\_\_\_ Time: \_\_\_\_\_ Supervisor \_\_\_\_\_ at \_\_\_\_\_ return:  
\_\_\_\_\_

- Resident completed and passed Covid-19 screening on release
- Resident has all medications, clothing or other items for duration of visit
- Return designate passed Covid-19 screening on arrival at Heritage
- Return designate agrees outing protocols outlined below were followed (designate must read and initial below)
- Outing details are reconfirmed as described in Question 1 of Tracking Form  
If there any changes, please note here:  
\_\_\_\_\_

Returning Resident to be placed on self-isolation precautions: YES / NO  
Family notified in writing of precaution status change: YES / NO

**NOTE: If the Resident does not pass Covid screening or changes to the outing were noted that increase potential risk of residents or staff to exposure, the resident must immediately be**

**placed on self-isolation with D&C precautions until IPAC Lead or designate is able to review the outing and determine if additional precautions are needed.**

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### **Assessment for External appointments**

Name of Resident: \_\_\_\_\_

Purpose of Outpatient Appointment: \_\_\_\_\_

Date of appointment: \_\_\_\_\_

Doctor: \_\_\_\_\_ Location: \_\_\_\_\_

Outside Clinic  OR Hospital  Is there a COVID-19 outbreak? YES  NO

How many patients are in the waiting room at a time? \_\_\_\_\_

Are other patients required to wear masks? YES  NO

Are there hand sanitizers at all doorways? YES  NO

Are staff and physicians required to wear masks/PPE? YES  NO

How will Resident travel to and from appointment? \_\_\_\_\_

Is Resident prepared to wear mask and other required PPE? YES  NO

Has Resident/family member been educated on proper hand hygiene? YES  NO

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

14 day isolation required? YES  NO

Comments:

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**Outpatient – External Appointments  
Instructions for Residents**

(To be reviewed prior to going to outside appointment)

Name of Resident/family member: \_\_\_\_\_

Date: \_\_\_\_\_

- When leaving the building, you must wear a mask at all times (resident and family member/person accompanying you)
- Clean your hands before you leave, frequently when out and when you return
- Report to the screening desk for active screening
- When you return, please verify: The Doctor/Clinician you saw was wearing full PPE during the visit:  YES  NO
- Resident and companions mask were on at all times:  YES  NO
- The clinic was following physical distancing procedures: YES  NO

## **Suggested IPAC procedures for dialysis residents and health partner services in long-term care**

### Dialysis Residents:

1. New admission residents on dialysis will complete 14 days of isolation with a negative test prior to admission and repeated around day 10, prior to coming out of isolation and then will follow steps 2 – 8
2. Current residents on dialysis will be tested weekly (Mondays)
3. Dialysis residents will be screened as per COVID screening protocols for all residents twice daily – morning and evening shifts – with a low threshold for symptoms
4. Dialysis residents may attend communal dining but at a table by themselves (maintaining physical distancing measures from other tables/residents)
5. Shower/bathe dialysis residents at the end of the day as per their regular schedule
6. Dialysis residents may attend small group programs on their home area with physical distancing measures in place and if tolerated, wear a mask during the program
7. Continue to support virtual visits and allow for the opportunity to schedule outdoor/indoor visits
8. Continue to implement behavioral strategies to minimize wandering of dialysis residents



# How to handrub

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.

Rub hands for 15 seconds



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.



For more information, please contact [handhygiene@oahpp.ca](mailto:handhygiene@oahpp.ca) or visit [publichealthontario.ca/JCYH](http://publichealthontario.ca/JCYH)





# How to handwash

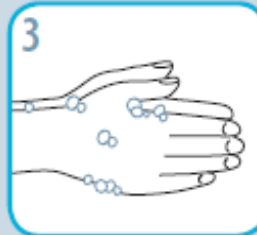
Lather hands for 15 seconds



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.

Lather hands for 15 seconds



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 safe.



JUST CLEAN  
YOUR HANDS

For more information, please contact [handhygiene@oahpp.ca](mailto:handhygiene@oahpp.ca)  
or visit [publichealthontario.ca/JCYH](http://publichealthontario.ca/JCYH)

 Ontario







World Health  
Organization

# How to **put on, use,** **take off and dispose** of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water







# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Stay at least 6 feet (about 2 arms' length)  
from other people.



6 ft



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)





# Cover Your Cough



1. Cover your mouth and nose when you cough, sneeze or blow your nose.



2. Put used tissue in the garbage.



3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.



4. Wash hands with soap and water or hand sanitizer (minimum 60% alcohol-based).

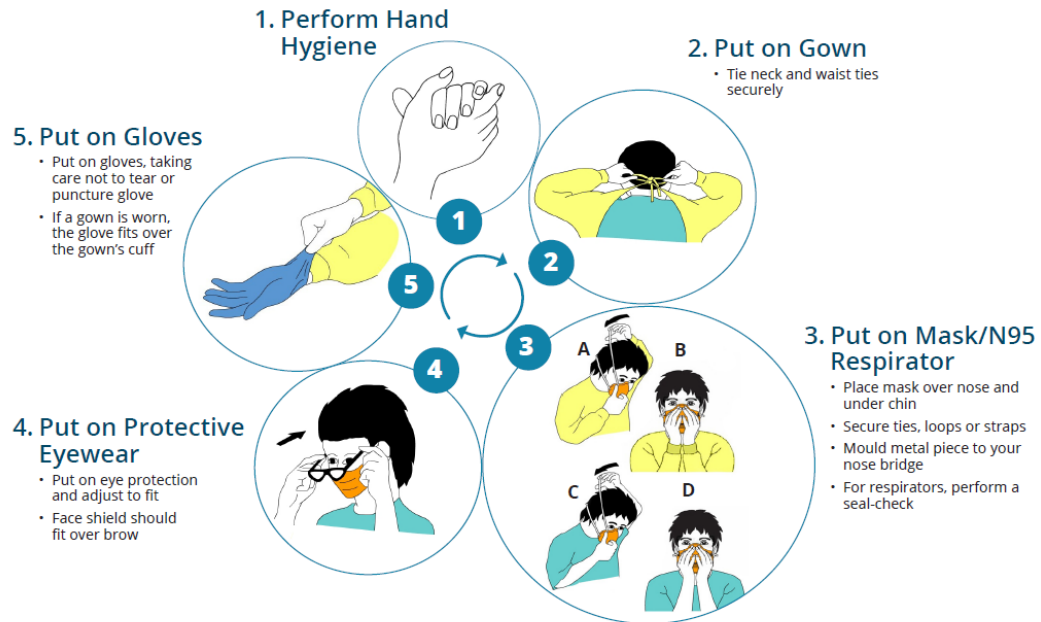
## Stop the Spread of Germs

### Always Cover Your Cough

- Covering your cough or sneeze can stop the spread of germs
- If you don't have a tissue, cough or sneeze into your sleeve
- Keep your distance (more than 1 metre/3 feet) from people who are coughing or sneezing



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

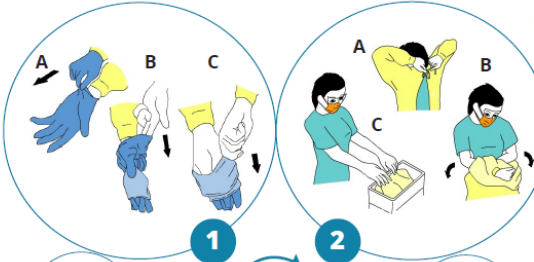


For more information, please contact Public Health Ontario's Infection Prevention and Control Department at [ipac@ohpp.ca](mailto:ipac@ohpp.ca) or visit [www.publichealthontario.ca](http://www.publichealthontario.ca).

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

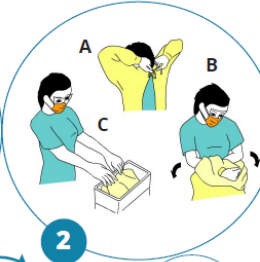
### 1. Remove Gloves

- 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



### 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.



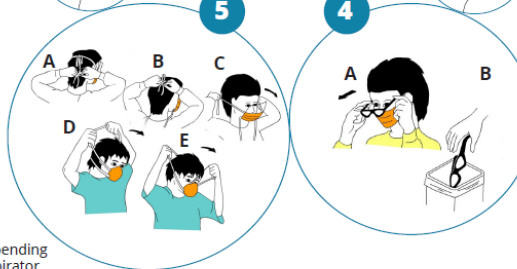
### 6. Perform Hand Hygiene



### 3. Perform Hand Hygiene

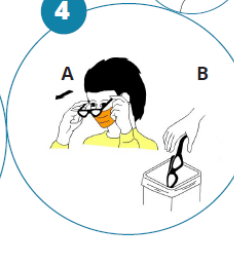
### 5. Remove Mask/ N95 Respirator

- 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



### 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







## 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.



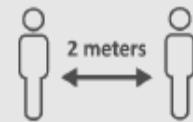
### Avoid contact with others

- 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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