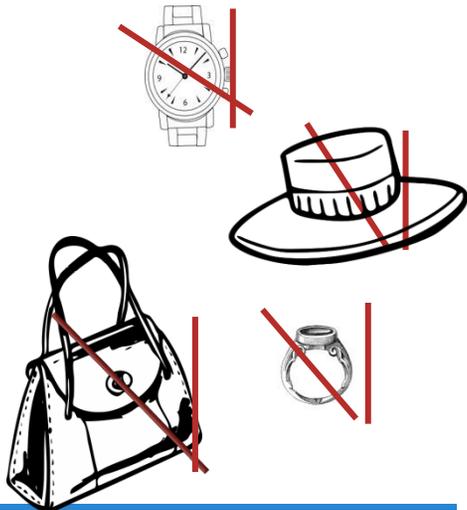


## Things to remember:

- ✓ Fabric masks are required to be worn for outdoor visits. Surgical Masks are required to be worn for inside visits. Masks must be worn correctly, cover the nose and mouth.
- ✓ Minimize jewelry, accessories e.g. purses (you may want to leave your coat in the car). The fewer items you bring, the lower the risk of virus transfer.
- ✓ Should you bring a cell phone, it may be wiped down with a disinfectant.
- ✓ Avoid touching your face, eyes or ears or adjusting your glasses during your visit.
- ✓ Ensure long hair is tied back.



## How to handwash



1 Wet hands with warm water.

2 Apply soap.

3 Lather soap & rub hands palm to palm

Lather hands for 15 seconds



4 Rub in between & around fingers.

5 Rub back of each hand with palm of other hand

6 Rub fingertips of each hand in opposite palm.

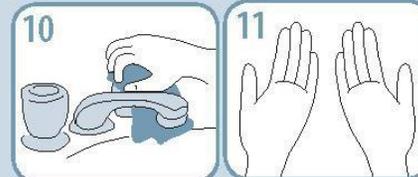
Lather hands for 15 seconds



7 Rub each thumb clasped in opposite hand.

8 Rinse thoroughly under running water.

9 Pat hands dry with paper towel.

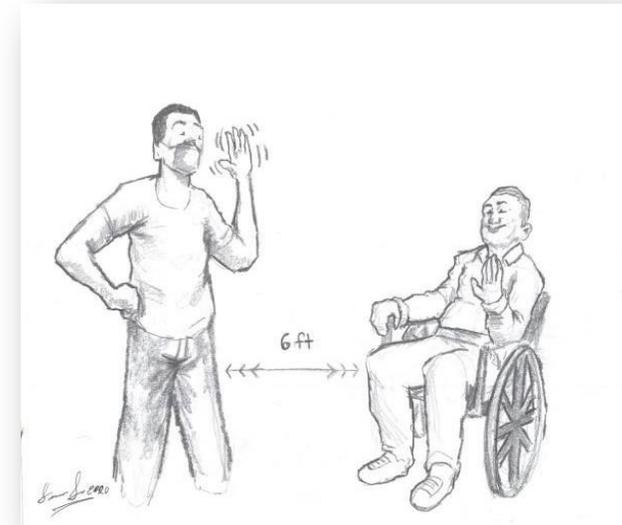


10 Turn off water using paper towel.

11 Your hands are now safe.



## Visiting Your Loved One in the time of COVID-19



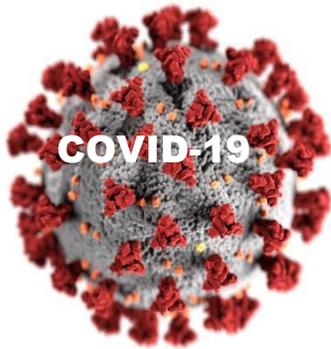
### Understanding:

- ❖ COVID-19 restrictions
- ❖ what to expect when visiting your loved one at Heritage Place.

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COVID-19 is a very contagious illness. It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.

It is important to consider the safest way to begin visits again. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.

## What to expect regarding your visit:

- ❖ Email [kritchie@ioof.com](mailto:kritchie@ioof.com) to schedule your indoor visit.

### Visiting Hours

**10:00 a.m. - 12:00 NOON**

**2:00 p.m.-4:00 p.m.**

**6:00 p.m.-8:00 p.m.**

- ❖ You will be screened when you arrive for your visit. This may involve taking your temperature and answering questions.
- ❖ Wearing a Mask is Mandatory.
- ❖ You will be asked to use hand sanitizer. Please follow directions given on proper technique. ( steps 1-7 from How to hand wash- see back page)



**STOP**  
**the spread of**  
**GERMS**



## Your responsibilities as a visitor:

- ❖ Respect the guidelines that have been put in place. Please ask if you do not understand them.
- ❖ Answer the screening questions honestly.
- ❖ Your visit is limited to your loved one, no other residents.
- ❖ Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone.

