



Visitor Education & Information Package

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Hand Hygiene

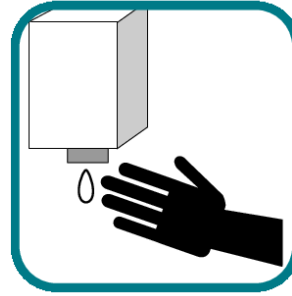
Frequent and thorough hand hygiene practices are essential in the midst of the COVID-19 pandemic. How you wash your hands, protect your hands, and when you sanitize your hands helps protect you, your family, your community and others.

How should I clean my hands?

There are two ways to clean your hands:



OR



1. Wash your hands with soap and water for at least 15 seconds.

2. Sanitize your hands using an alcohol-based hand sanitizer and rub for at least 15 seconds.

See next pages for step by step diagrams from Public Health Ontario.

When should I clean my hands?

Make regular and thorough hand washing part of your daily routine, especially:

- Before eating or handling food
- After using the toilet
- After blowing your nose, coughing or sneezing
- After touching animals or animal waste
- After handling garbage
- After changing a diaper
- Before and after touching a sick or injured person
- Before and after visiting a health care or congregate care setting
- After touching the exterior of your face covering or mask


Coronavirus Disease 2019 (COVID-19)

How to wash your hands



Wash hands for at least 15 seconds

1



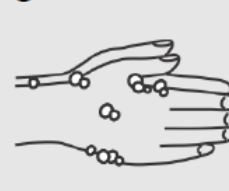
Wet hands with warm water.

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



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>

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Respiratory Etiquette

Respiratory etiquette, also called respiratory hygiene, is one of the ways to help reduce the spread of COVID-19.

How to Practice Good Respiratory Etiquette

- Turn your head away from others when coughing or sneezing
- Do not use your hands to cover a cough or sneeze



OR



- Cough or sneeze into your sleeve if no tissue is available
 - Cover your nose and mouth with a tissue
 - If tissues are used, discard immediately into the trash
-
- After coughing or sneezing, clean your hands with hand sanitizer or soap and water

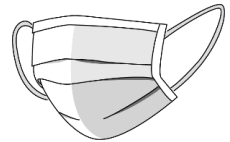


How to Use a Face Covering

Wearing a face covering, such as a fabric non-medical mask, is required when visiting with your loved one for the duration of the visit.

Putting on a Mask

- Hand hygiene must be performed before putting on the mask
- Visually inspect the mask to make sure it is intact (no holes, no tears, no stains)
- Avoid touching the inside of the mask
- Depending on the style of mask you have, there may be a few ways to put the mask on:
 - Ear Loops:
 - Place the mask against your face, with the pleats facing down
 - Place the elastic loops around your ears
 - Pull the mask to cover both your nose and mouth, and to fit comfortably under your chin
 - Ties:
 - Place the mask against your face, with the pleats facing down
 - Tie the upper set of straps across the middle of your head, with the tie above your ears
 - Tie the bottom set of straps across the back of your neck, with the tie below your ears
 - Pull the mask to cover both your nose and mouth, and to fit comfortably under your chin
- Perform hand hygiene after putting on the mask



Wearing the Mask

- Do not share your mask with anyone
- Minimize unnecessary contact with the surface of the mask
 - Hand hygiene must be performed before and after any adjustments to the mask

Taking off the Mask

- Only remove your mask once the visit is complete
- If the mask needs to be replaced during your visit, move away to at least a 2 metre distance from others
- Remove and replace your mask when:
 - Soiled, or Damp, or
 - Becomes hard to breathe through
- Carefully remove ear loops or ties without touching the inside or outside of the mask
- Careful and meticulous hand hygiene must occur after handling the used mask to avoid self-contamination



See next pages for a fact sheet from Public Health Ontario: Non-medical Masks and Face Coverings.

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.

The information in this document is current as of May 21, 2020

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Ontario 

Use of Gloves

Disposable gloves can help reduce transmission of disease, however they do not provide complete protection against hand contamination. The use of gloves does not replace the need for hand hygiene.

Before putting on gloves, hand hygiene should be performed and after glove removal. Gloves should never be re-worn.

Wearing Gloves

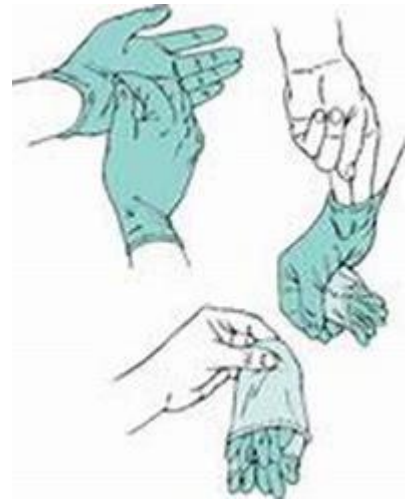
Disposable gloves should fit snugly to ensure they remain in place for the duration of the activity.

Disposable gloves should be removed and discarded if:

- They are visibly soiled
- There is a tear or puncture
- They have been coughed on
- They have touched the surface of a face covering or mask

Care should be taken when removing gloves to prevent skin contact with the outside of the glove. To avoid self-contamination, follow the below steps:

1. Remove gloves using a glove-to-glove/skin-to-skin technique. First, grasp the outside of one glove at the palm.
2. Peel glove away from the palm toward the fingers, rolling the glove inside-out. Be careful not to touch your skin with your gloved hand. The contamination is now on the inside. Ball the glove up and hold in your other gloved hand.
3. Carefully slide the un-gloved index finger inside the wrist band of the gloved hand. Try and avoid touching the outside of the glove because that is the contaminated region.
4. Gently pull outwards and down toward the fingers, removing the glove inside out.
5. Pull the glove down so that the first glove ends up inside the second glove and no part of the outside is exposed. Throw away both gloves. Perform hand hygiene.



Enhanced Cleaning & Disinfection

One of the ways we can help protect everyone in any environment is through enhanced cleaning and disinfection practices.

What is the Difference? Cleaning vs Disinfection

Cleaning is using soap and water to remove dirt, debris and other materials from a surface. It lowers the risk of spreading infection.

Disinfecting is using a chemical to kill germs. This is applied after a surface has been cleaned, and further lowers the risk of spreading infection.

- A disinfectant product must have a DIN (Drug Identification Number given by Health Canada to approve its use).



Cleaning & COVID-19

Commonly used cleaners and disinfectants are effective against COVID-19.

Frequently touched surfaces are the most likely areas to be contaminated. This is why Enhanced Cleaning is recommended during the pandemic:

- High Touch surfaces (surfaces that are touched often) should be disinfected twice daily
- Examples of High Touch surfaces include: doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.

We ask that you assess your environment for what areas are likely to be entered or touched by your loved one and to please clean these areas with disinfectant prior to the visit.

During the visit, please refrain from passing shared items frequently back and forth between you and your loved one unless you are disinfecting those items between each person handling them.

Follow manufacturer directions to allow adequate contact time for the disinfectant to kill germs before wiping it off the surface (look at the product label).

Use Household Chemicals Safely

- Follow the instructions on the label every time you use a household chemical
- Never mix household chemical products together. Some mixtures can produce harmful gases
- Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (ie. wear gloves, use in well-ventilated area, etc)
- Wash your hands with soap and water after using the product

