

Welcome visitors again safely

Hygiene guide for re-opening Long Term Care facilities to visitors



Safely welcome visitors again back into your facility

As Long Term Care (LTC) facilities welcome families and loved ones again, social distancing and physical separation are critical to help keep residents safe and healthy. So are strategies for promoting and managing good hygiene. Residents, healthcare professionals and visitors all have a role to play in ensuring safety in long term care facilities.



Why it's important for LTC residents to have visitors

Prolonged physical separation and isolation from family and friends can negatively affect a resident's overall health and well-being. Technology can help decrease loneliness for some residents but is not a sustainable replacement for personal contact. This is especially true for residents with cognitive impairments, visual and/or hearing difficulties, and mobility limitations as they struggle to maintain connections with loved ones. Family members also often play a critical role in caring for, supporting and advocating for residents.



Why it's critical to be prepared for visitors

It's well documented that it's easy for infections to spread from person to person in long term care environments, particularly through cross-contamination. Restricting visitors has been part of the approach to prevent germs and viruses from being brought into LTC facilities. As visitors start re-entering these facilities, it's critical to raise awareness that hygiene needs have increased, and visitors have an important role to play. Also, it's important for facilities to identify and minimise risk to help keep residents and staff safe and healthy – and to help visitors feel comfortable and secure visiting residents.



How innovative Tork solutions can help

- Ensure hygiene and cleaning standards are met, helping increase patient and staff safety
- Fulfil strict healthcare requirements for hygiene
- Fit the workflow of LTC health professionals and cleaners
- Offer improved accessibility for LTC residents and visitors
- Create an at-home feeling that supports residents' well-being
- Offer a functional and attractive dispenser system, signalling to visitors and staff that hygiene is taken seriously

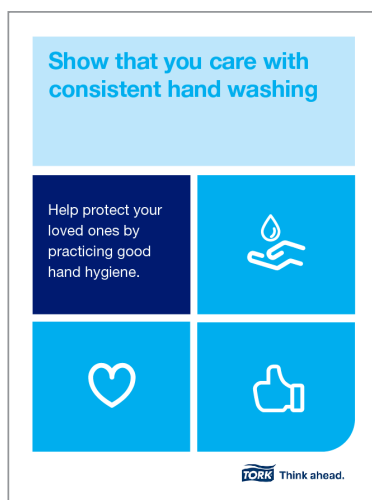
Checklist for preparing to welcome visitors again

We know your objective is to keep residents and staff safe as you start welcoming visitors again. The following checklist can help you raise awareness of hygiene behaviours and reinforce new hygiene routines.



- ✓ **Check** with local and state authorities on specific regulations for your facility
- ✓ **Implement** a visitor scheduling protocol
- ✓ **Prepare** health screening questionnaires for visitors and ensure all visitors complete them
- ✓ **Establish** a limit for number of visitors per resident
- ✓ **Ensure** masks are available for visitors that don't bring one
- ✓ **Create** a handout for visitors stressing the importance of hand hygiene, social distancing and wearing of face coverings
- ✓ **Re-evaluate** sanitiser dispenser placement throughout facility
- ✓ **Limit** the number of simultaneous users of the public washrooms and post signs
- ✓ **Suggest** that visitors spend their time outdoors with residents, when weather allows
- ✓ **Recommend** that visitors limit their interactions with other residents

Facility Hygiene



Hand hygiene

Elevated hygiene expectations are the new normal for everyone. Reinforce positive hand hygiene and new routines among visitors with convenient tools from Tork.

- The World Health Organization (WHO) recommends 4 moments of hand hygiene for staff of LTC facilities. Two of those moments are also highly relevant to visitors and should be promoted to protect the health and safety of residents. Create handouts and/or posters for visitors stressing the importance of sanitising hands before entering and after leaving a resident's room. Also before and after physically interacting with a resident. More information available at tork.co.uk/your-business/solutions/overview/long-term-care/longtermcare-challenge or tork.ie/your-business/solutions/overview/long-term-care/longtermcare-challenge
- Display “How to be a good visitor” and “Handwashing best practices” posters

Visit the Tork Healthy Hands website to use poster templates, customise them, and download the files. healthyhands.tork.co.uk



Surface hygiene

Re-opening to visitors means surfaces are touched more often by more people throughout the facility. Routine cleaning and disinfecting procedures are necessary to stop the spread of infection and help create a safer environment. Ensure these procedures are followed consistently and correctly. High-touch surfaces include:

- Reception and security desks
- Lift buttons
- Staircase handrails
- Hallway handrails
- Door handles
- Snack and coffee countertops
- Benches and chairs
- Lobby and common area seating
- Bedside tables
- Floors



Safe and welcoming environment

Long Term Care facilities are dedicated to making residents and their families feel at home in safe and hygienic surroundings. Tork solutions help create a welcoming home-like environment through innovative, high-end dispenser designs and whisper-quiet operation. By contributing to a healthy and attractive environment, Tork solutions can make current residents feel more comfortable and help attract new ones.



Dispenser placement

With heightened awareness of the vulnerability of some residents to germs and viruses, now is the time to reinforce proper hand hygiene in LTC facilities through optimal dispenser placement. Studies show that optimising dispenser placement can increase usage by more than 50%¹, and making them more prominently visible has a greater impact on usage than adding more dispensers.

Facility entrance

- Make it convenient for arriving and departing visitors to sanitise their hands

Public washrooms

- Near sinks
- At exits

Common areas (inside and outside)

- By the reception and security desks
- By lifts
- Near benches in long hallways
- Seating and gathering areas

¹ Thomas BW, Berg-Copas GM, Vasquez DG, Jackson BL, Wetta-Hall R. Conspicuous vs Customary Location of Hand Hygiene Agent Dispensers on Alcohol-Based Hand Hygiene Product Usage in an Intensive Care Unit. J Am Osteopath Assoc 2009;109(5):263-267.

Recommended Tork solutions and tools



Common Areas

Tork provides high-quality refills with innovative dispensers to create a safe and welcoming atmosphere to enhance resident and visitor satisfaction.



511055

Tork Hygiene Stand

561600

Tork Foam Skincare Automatic Dispenser

520101

Tork Alcohol Foam Hand Sanitiser



140278

Tork Extra Soft Facial Tissue Cube



140280

Tork Extra Soft Facial Tissues

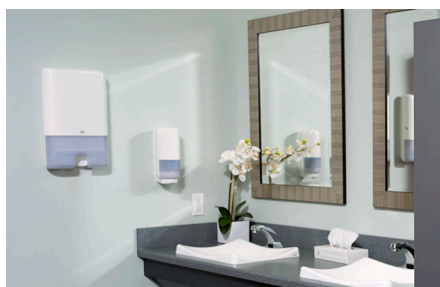


272900

Tork Xpressnap Fit® Tabletop Napkin Dispenser

15830

Tork Xpressnap Fit White Dispenser Napkin



Public Washrooms

Tork user-friendly systems make it easy to prevent cross-contamination while improving image and experience. Tork PeakServe high-capacity dispensers also help free up more time for hygiene-critical tasks with less time checking and refilling dispensers.



552550

Tork PeakServe® Mini Continuous™ Hand Towel Dispenser

100585

Tork PeakServe Continuous Hand Towel



561600

Tork Foam Skincare Automatic Dispenser



420701

Tork Extra Mild Foam Soap



558040

Tork Coreless Mid-Size Toilet Roll Dispenser

472585

Tork Soft Coreless Mid-Size Toilet Roll



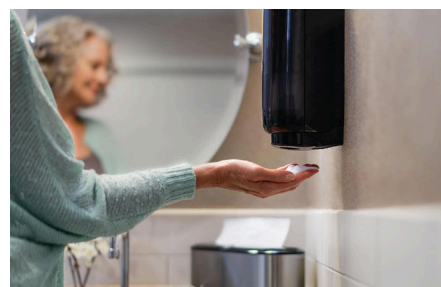
140278

Tork Extra Soft Facial Tissue Cube



140280

Tork Extra Soft Facial Tissues



Resident Rooms and Washrooms

Tork user-friendly systems make it easy to prevent cross-contamination while improving image and experience.



460005

Tork Xpress® Countertop Multifold Hand Towel Dispenser

100289

Tork Xpress Soft Multifold Hand Towel



561608

Tork Foam Skincare Dispenser



520101

Tork Alcohol Foam Hand Sanitiser



100200

Tork Conventional Toilet Roll Advanced - 2 ply



530178

Tork Heavy Duty Cleaning Cloth