

## VISITOR INFORMATION-PROTOCOLS

### **Outdoor/Indoor Visiting Guidelines**

During the COVID-19 pandemic, the health and safety of our residents, families, team members, and visitors remains our top priority. The presence of family and friends is important to the emotional wellbeing of our residents and we recognize the importance of in-person visits. The following guidelines will support safe, physically distanced outdoor and indoor visits for family members to visit and engage with their loved ones.

#### **What you need to know:**

- Outdoor and indoor visits will be permitted only when the care community is not in an outbreak, where the resident is asymptomatic and not self-isolating
- Outdoor and indoor visits will be pre-scheduled (30 minute sessions):
  - Outdoor visits: **Patio area; from 1000hrs to 1800hrs**
  - Indoor visits: **Main dining room nook; 1000hrs to 1200hrs and 1400hrs to 1700hrs**
- Visits outdoors will be accommodated as weather permits
- Indoor visits will be accommodated in designated areas within the care community
- To ensure that every family has an opportunity to visit their loved one, frequency of visits will be based on equitable availability to accommodate one visit per week
- Only two visitors are permitted to visit with a resident during any scheduled visit. The Resident/Power of Attorney/Substitute Decision Maker will determine who may visit
- For all indoor visits, visitors must attest to (confirm) having a negative COVID-19 test result that is dated within 14 days of the visit taking place. For outdoor visits, visitors do not need to attest to having a negative COVID 19 test result.
- All visitors must be 18 years or older to ensure precautions are followed
- All visitors will receive education on the care community's infection prevention and control measures, including hand hygiene and use of personal protective equipment (PPE)
- PPE (mask) must worn appropriately during the scheduled visit. PPE should not be removed at any time during the visit. For outdoor visits, visitors are encouraged to bring their own masks. Masks will be provided in the event visitors do not have their own. For indoor visits, surgical/procedure masks must be worn throughout the visits. Visitors will be provided with a mask when entering the care community.
- All visitors must comply with the care community's infection prevention and control measures and will be actively screened, including temperature checks
- For the safety of our residents and team members, any visitor who is on self-isolation, awaiting COVID-19 test results, or is positive for COVID-19 will not be permitted to visit
- With the exception of service dogs, animals should not accompany visitors during scheduled visits
- Visitors must adhere to the outdoor/indoor visiting guidelines for the safety of our residents. Should any resident develop COVID-19 symptoms, they will be tested for the virus and placed in isolation pending test results
- A team member will be available to escort you to the designated visiting location

- It is requested that no items be shared with your loved one during the visit (food, letters, cards, etc.)
- Visitors must adhere to a safe physical distance of six feet from the resident and team members during the scheduled visit
- **Non-compliance with the care community's visiting policy and guidelines could result in a discontinuation of visits for the non-compliant visitor**

**Breakdown of events during 30-minute scheduled visit:**

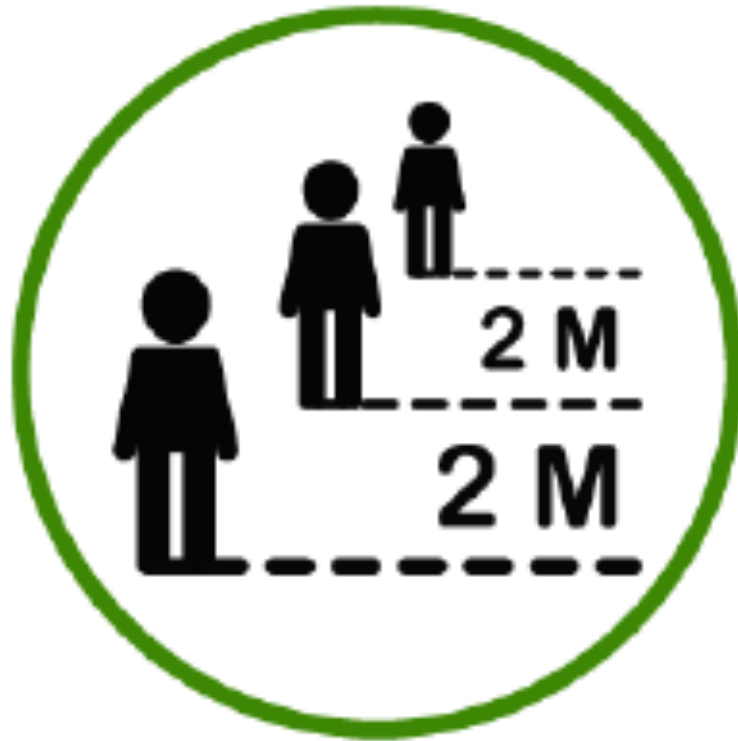
1. Visitor must remain in their vehicle until the start time of their scheduled visit.
2. At the scheduled time of your visit, please proceed to the greeting area to be screened. All visitors will receive education on infection prevention and control measures (5 to 10 minutes).
3. Hand hygiene will take place.
4. Visitor will be escorted or instructed to the designated meeting area to visit with their loved one.
5. Visit with resident will take place (30 minutes).
6. Visits will be facilitated by a team member to ensure the visiting guidelines are being adhered to while ensuring privacy for the visitor and resident.
7. Team member will escort visitor from the designated meeting area at the end of the visit.
8. Hand hygiene will take place.
9. Visitor will proceed to their vehicle.

**Please note:**

The health and safety of the residents, their families and the well-being of our staff members is our priority. The home maintains zero tolerance for failure to comply with the *Updating the Visitor Policy to Long-term Care Homes* or any actions that may place the health and safety of residents, staff or families at risk. Non-adherence to these rules may result in visits being discontinued.

**Non-compliance with the care community's visiting policy and guidelines could result in a discontinuation of visits for the non-compliant visitor**

**Physical Distancing:**



Maintain physical distancing between all others, including the resident, team members and other visitors.

**Donning and Doffing PPE:**

- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check



## Hand Hygiene:

To clean hands properly, rub all parts of the hands and wrists with an alcohol-based hand rub or soap and water. Pay special attention to fingertips, between fingers, backs of hands and base of the thumbs.

### How to handrub

**Rub hands for 15 seconds**

-  Apply 1 to 2 pumps of product to palms of dry hands.
-  Rub hands together, palm to palm.
-  Rub in between and around fingers.
-  Rub back of each hand with palm of other hand.

**Rub hands for 15 seconds**

-  Rub fingertips of each hand in opposite palm.
-  Rub each thumb clasped in opposite hand.
-  Rub hands until product is dry. Do not use paper towels.
-  Once dry, your hands are safe.

**JUST CLEAN YOUR HANDS**



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### How to handwash

**Lather hands for 15 seconds**

-  Wet hands with warm water.
-  Apply soap.
-  Lather soap and rub hands palm to palm.
-  Rub in between and around fingers.

**Lather hands for 15 seconds**

-  Rub back of each hand with palm of other hand.
-  Rub fingertips of each hand in opposite palm.
-  Rub each thumb clasped in opposite hand.
-  Rinse thoroughly under running water.

-  Pat hands dry with paper towel.
-  Turn off water using paper towel.
-  Your hands are now safe.

**JUST CLEAN YOUR HANDS**



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