

VISITOR DEFINITIONS & PROTOCOLS (ONTARIO RETIREMENT)

The health and safety of residents, families, team members, and visitors remains our top priority. The presence of family and friends is important to the emotional wellbeing of 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. Our residences will facilitate visits for residents and will not deny visitors based on frequency of visits. Additionally, visitors will not be refused based on their COVID-19 immunization status, but will be required if necessary to take a Rapid Antigen test onsite.

Note: Visits may be stopped at anytime for any visitor who repeatedly fails to adhere to the retirement residence’s visitor policy requirements inclusive of when risk of harm from continual non-compliance is considered too high.

What you need to know: the chart below clarifies visitor definitions and highlights some key requirements in addition to protocols that are in place. Retirement residences located in areas of higher community spread of COVID-19 or co-located with a long term care property may be subject to additional measures to restrict access and duration of visits during an outbreak, or when the Public Health Unit deems it necessary.

<p><u>COVID-19 Testing/Screening process to be followed by visitors</u></p>	<ul style="list-style-type: none"> • All visitors must complete the active screening questionnaire upon entry at each visit to the residence regardless of vaccination status. • Visitors must show a piece of identification with their name and date of birth along with either a paper or electronic version of their proof of vaccination when visiting a retirement residence. • Acceptable proof of vaccination is an enhanced vaccine certificate with a quick response (QR code). Photo identification is not required. Examples of identification that may be used include: Birth certificate; Driver’s license; Government (Ontario or other) issued identification card; Passport; Citizenship card; Permanent resident (PR) card; and Indian Status Card or Indigenous Membership Card. • Demonstrate a negative antigen POCT or proof of a RAT with the last 24 hours before entering the residence. • Essential Visitors Only: As per the Chief Medical Officer of Health (CMOH) Directive #3, must attest to and provide their vaccination status. Essential visitors can still visit regardless of vaccination status. Fully immunized against COVID-19 is defined as having received a full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada and the final dose of the COVID-19 vaccine was received at least 14 days ago. • General Visitors are strongly encouraged to be vaccinated. Unvaccinated General visitors must undergo testing and cannot participate in social gatherings or events. • All visitors must adhere to PPE requirements during visit of universal masking and physical distancing at all times. • Individuals who have travelled outside of Canada in the last 14 days and are required to quarantine are not permitted to enter the retirement residence. • Individuals who have travelled outside of Canada, including the USA, and are NOT under federal quarantine will be required to undergo rapid testing upon entry • General Visitors who have symptoms of COVID-19, have tested positive for it or who are close contacts of someone with COVID-19, including those with a household member who is symptomatic, should avoid visiting for 10 days from the onset of symptoms or from receiving a positive test result or from the date of their last exposure. • An individual with confirmed COVID-19 on a molecular or rapid antigen test may resume asymptomatic screening testing after 30 days from their COVID-19 infection (based on the date of their symptom onset or specimen collection). If there is uncertainty whether the individual is infected with COVID-19 (e.g. individual is asymptomatic and a COVID-19 PCR test result demonstrated a high cycle threshold indicative of a low viral load), that individual may resume asymptomatic screen testing.
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All visitors are required to at minimum have training and/or be provided with training resources on hand hygiene, physical distancing, and donning and doffing a mask. Additional training may be required as noted below in the chart.

Type of Visitor	Definition	Instruction as per the Directive
Essential Visitor	<p>Designated Caregivers, Support Workers, external care providers, physicians, home care providers, physiotherapy, social workers, private housekeepers, and food delivery</p> <p>*Note: Attending Physicians, Medical Directors, and/or NPs in a contractual agreement with the retirement residence are considered staff and do not fall into this category.</p> <p>Essential visitors designated by the resident and/or their substitute decision-maker and visits to provide direct care to the resident (e.g. meal assistance, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making).</p> <p>The designated caregiver may be changed if there is a change in care needs of the resident or a change in caregiver availability. These caregivers may be family members, private caregivers, companions, translators.</p>	<p>Permitted regardless of vaccination status if they pass active screening.</p> <ul style="list-style-type: none"> • No limit to the number of caregivers per resident who may visit, unless during an outbreak where it is limited to 2 persons. • Designated visitors documented in resident healthcare record. • Must adhere to physical distance and universal masking. • Must wear designated PPE while during close care and outbreaks as directed by the home and Public Health. <p>Essential Visitors may visit a resident who is isolating, upon demonstrating a negative antigen POCT and following public health measures (e.g. hand hygiene and masking) for the duration of visit.</p> <p>External Care Providers (ECPs): ECPs are employees, staff or contractors of Home and Community Care Support Services (HCCSS) (formerly Local Health Integration Networks (LHINs)) and provide services to residents. They are considered Essential Visitors to retirement homes and must comply with the requirements under CMOH’s Directive #3 and this policy.</p> <ul style="list-style-type: none"> • Must pass active screening as per CMOH guidelines • Prior to first visit, the residence should provide training, if not trained as part of their service provision or through their employment, on the following topics: <ul style="list-style-type: none"> ○ Safety while providing direct care ○ Reading and watching Public Health Recommended Donning & Doffing PPE and Hand Hygiene <p>At least monthly verbal attestation that they have done the above</p>
<p>Essential Visitors perform essential support services (e.g. food delivery, phlebotomy, maintenance, and other healthcare services required to maintain good health) or a person visiting a very ill or palliative resident. This is now divided into two categories: Support Workers and Caregivers. There are currently no limits to how many essential caregivers each resident may have; however, the process of designation and educational requirements remain the same. We encourage families in times of high transmission rates to be selective in decreasing the amount of essential visitors who visit the residence.</p>		
General	<ul style="list-style-type: none"> • A person providing non-essential services or visiting for social reasons who may or may not be hired by the retirement residence or the resident/SDM • General Visitors are permitted unless a resident is self-isolating and on Droplet and Contact Precautions, or the residence is 	<ul style="list-style-type: none"> • As Above in essential visitor section <ul style="list-style-type: none"> ○ Scheduled in advance where required ○ No limits unless in outbreak. No General visitors allowed during outbreak. ○ Not permitted to visit a resident that is on isolation

	<p>advised by the local PHU to stop general visits (e.g. during an outbreak).</p> <ul style="list-style-type: none"> For social reasons Could be a prospect taking a tour of the residence 	
Personal Care	<p>A person who is not an essential visitor:</p> <ul style="list-style-type: none"> Visits to provide personal services to residents such as hairdressing and nail care (services that are not being provided for medical or essential reasons). Who are visiting or work on site are permitted to provide services in alignment with provincial requirements if they pass active screening and demonstrate a negative antigen POCT at the frequency outlined in the CMOH Letter of Instruction Only provide services to residents who are wearing at minimum a medical mask; Not provide services that require removal of masks 	<ul style="list-style-type: none"> Follow required PH and IPAC measures for Personal Care Service Providers and those of the residence, including wearing a medical mask. Eye protection is not required. Acknowledgment of visitor guidelines on entry NOT permitted during an outbreak Must pass active screening as per CMOH guidelines Follow required public health and IPAC measures for Personal Care Service Providers and those of the residence; Wear at minimum a medical mask for the duration of their time at the residence; Advised to wear eye protection when providing a service within 2 metres of an unmasked resident Practice hand hygiene and conduct environmental cleaning after each appointment. Recommend residents wear at minimum a medical mask during their services, if services do not require the removal of masks. Document all residents served and maintain this list for at least 30 days to support contact tracing
Note:	<ul style="list-style-type: none"> Contact is permitted between all residents and visitors regardless of immunization status. Where both the resident and the visitor are fully immunized, close physical contact, including hand holding, is permitted. For the safety of residents and team members, any visitor who is on self-isolation, awaiting COVID-19 test results, or is positive for COVID-19 and not cleared by Public Health will not be permitted to visit. Visitors must adhere to the visitor guidelines for the safety of residents. Should any resident develop COVID-19 symptoms, they will be tested for the virus and placed in isolation pending test results. Visitors must adhere to a safe physical distance of six feet from the resident and staff during the scheduled visit. Regarding Concerns: Please speak with residence's General Manager for any concerns 	

References:

- Link to Reopening Ontario – Road map: Reopening Ontario | Ontario.ca <https://www.ontario.ca/page/reopening-ontario>
- COVID-19 Screening tool for Long Term Care Homes and Retirement Homes – [Screening Tool for LTCH-RH - English \(gov.on.ca\)](#)
- [Directive #3](#)
- [RH Policy to Implement Directive #3](#) – updated March 1,2022
- RHRA - Toll-Free: 1-855-ASK-RHRA (1-855-275-7472) Email: info@rhra.ca