

## VISITOR DEFINITIONS & PROTOCOLS (ONTARIO RETIREMENT)

All visitors must be actively screened upon entry for symptoms and exposure for COVID-19, including temperature checks, and will not be allowed to enter the retirement residence if they do not pass the screening.

All visitors are required to at minimum have training and/or 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.

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. Now divided into two categories: Support Workers and Caregivers.

Resident to identify maximum of two essential caregivers and two general visitors who can visit in total.

Note: Visits may be ended at anytime for any visitor who repeatedly fails to adhere to the retirement residence's visitor policy requirements.

Definitions: Provincial COVID-19 guidelines and frameworks (links below)

Type of Visitor	Definition	Essential or Non-Essential	Location of Visit	# of Visitors allowed	Prevention & Non-Outbreak	Outbreak	Additional IPAC Training Requirements	# of Visitors if Resident Symptomatic or in Self-Isolation
<b>Support Worker</b>	<ul style="list-style-type: none"> <li>A support worker is a type of essential visitor who is brought into the Retirement Residence when there are gaps in services to the resident</li> <li>Examples include: physicians, home care providers, physiotherapy, social workers, private housekeepers and food delivery</li> </ul>	Essential	Varied locations in the residence based on need	One person at a time in Orange, Red, or Grey Region	<ul style="list-style-type: none"> <li>Screening</li> <li>Procedural/ surgical mask/PPE must be provided by support worker</li> <li>Mask to be worn at all times</li> <li>Not permitted to wander</li> </ul>	<ul style="list-style-type: none"> <li>Maximum of 1 person at a time</li> <li>Screening</li> <li>Procedural/ surgical mask/PPE must be provided by essential worker</li> <li>Mask to be worn at all times</li> </ul>	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"> <li>Safety while providing direct care</li> </ul>	If self-isolating or symptomatic, maximum of 1 caregiver per resident

Type of Visitor	Definition	Essential or Non-Essential	Location of Visit	# of Visitors allowed	Prevention & Non-Outbreak	Outbreak	Additional IPAC Training Requirements	# of Visitors if Resident Symptomatic or in Self-Isolation
	<b>*Note:</b> Attending Physicians, Medical Directors, NP in a contractual agreement with the Retirement Residence are considered staff and do not fall into this category				within the residence	<ul style="list-style-type: none"> <li>Not permitted to wander within the residence</li> </ul>	<ul style="list-style-type: none"> <li>Reading and watching Public Health Recommended Donning &amp; Doffing PPE and Hand Hygiene</li> <li>At least monthly verbal attestation that they have done the above</li> </ul>	
<b>Essential Caregiver</b>	<u>Designated</u> by the resident and/or their substitute decision-maker and visits to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making). The designated caregiver may be changed if there is a change in care needs of the resident or a change in the caregiver availability. These caregivers may be family members, private caregivers, companions, translators	Essential	Residence can designate space/resident suite	<ul style="list-style-type: none"> <li>One person at a time in Orange, Red, or Grey PHU and 2 at a time in Green or Yellow (per directive)</li> <li>Designated visitors documented in resident health care record</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling not required, no min. time allotted to the length of visit</li> <li>Screening</li> <li>Procedural/ surgical mask/PPE must be provided by caregiver</li> <li>Masks &amp; Eye protection, to be worn at all times</li> </ul>	<ul style="list-style-type: none"> <li>Maximum of 1 person at a time</li> <li>Screening</li> <li>Procedural/ surgical mask/PPE must be provided by essential worker</li> <li>Masks to be worn at all times</li> <li>Not allowed to wander within the residence</li> </ul>	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"> <li>Safety while providing direct care</li> <li>Reading and watching Public Health Recommended Donning &amp;</li> </ul>	If self-isolating or symptomatic, maximum of 1 caregiver per resident

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					<ul style="list-style-type: none"> <li>Not allowed to wander within the residence</li> <li>Physical Distancing</li> </ul>		<ul style="list-style-type: none"> <li>Doffing PPE and Hand Hygiene</li> <li>At least monthly verbal attestation that they have done the above</li> </ul>	
<b>General Visitor</b>	<ul style="list-style-type: none"> <li>A person providing non-essential services, or social reasons who may or may not be hired by the retirement residence or the resident/SDM</li> <li>For social reasons</li> <li>Could be a prospect taking a tour of the home</li> </ul>	Non-essential	<ul style="list-style-type: none"> <li>Window visits</li> <li>Indoor</li> <li>Outdoor</li> <li>Retirement residence can designate a space</li> </ul>	<ul style="list-style-type: none"> <li>Up to 1 person if residence in Green or Yellow (Sienna Standard)</li> <li>If in Orange, Red, or Grey, no General Visitors are permitted</li> </ul>	<ul style="list-style-type: none"> <li>Scheduled in advance</li> <li>Screening</li> <li>Procedural/ surgical mask</li> <li>Indoor- PPE required by Retirement Residence</li> <li>Outdoor – Face covering required by visitor</li> </ul>	Not permitted	Prior to first visit on the following topics: <ul style="list-style-type: none"> <li>Safety while providing direct care</li> <li>Reading and watching Public Health Recommended Donning &amp; Doffing PPE and Hand Hygiene</li> <li>At least monthly verbal attestation that they have done the above</li> </ul>	Not permitted
<b>Personal Support Person</b>	A person who is not an essential visitor and visits to provide personal services to	Non-essential	Retirement Residence can designate space	Not permitted in Orange, Red, or Grey Regions	Personal Support Person to provide their own PPE	Not permitted	Prior to first visit on the following topics:	Not permitted

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	residents such as hairdressing and nail care						<ul style="list-style-type: none"> <li>• Safety while providing direct care</li> <li>• Reading and watching Public Health Recommended Donning &amp; Doffing PPE and Hand Hygiene</li> <li>• At least monthly verbal attestation that they have done the above</li> </ul>	

Link to Public Health Framework for explanation of Colour Codes and applicable requirements: [https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open?utm\\_source=COVID-19%20Communication%20List%20-%20March%2016,%202020&utm\\_campaign=ebf280906b-Bulletin-Jan4-2019\\_COPY\\_01&utm\\_medium=email&utm\\_term=0\\_141f4ae2c9-ebf280906b-710465014](https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open?utm_source=COVID-19%20Communication%20List%20-%20March%2016,%202020&utm_campaign=ebf280906b-Bulletin-Jan4-2019_COPY_01&utm_medium=email&utm_term=0_141f4ae2c9-ebf280906b-710465014)