

VISITOR INFORMATION-PROTOCOLS (WEBSITE) (ON)

Visiting Guidelines

During the COVID-19 pandemic, 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.

What you need to know: The chart below clarifies visitor definitions and highlights some key requirements in addition to protocols that are in place.

Visitor Type	Definition	Requirements
Essential Visitors	<p>Performs support services, e.g. food delivery, phlebotomy, family member, or volunteer providing care services and other healthcare services required to maintain good health.</p> <p>Visiting a very ill or palliative resident.</p>	<ul style="list-style-type: none"> • Verbal attestation required • Must undergo COVID-19 screening for typical and atypical symptoms • Scheduling not required • Very ill/palliative – verbal attestation not required • Non-outbreak and resident not on self-isolation or symptomatic: 2 visitors allowed • Self-isolation, symptomatic: 1 visitor allowed
Support Workers	<p>Essential visitors who perform support services for the resident or care community e.g. physicians, nurse practitioners, maintenance workers, person delivering food for the care community.</p>	<ul style="list-style-type: none"> • Verbal attestation required in non-emergency situations. • Must undergo COVID-19 screening for typical and atypical symptoms • Scheduling not required • Location of visit can be designated by site

Visitor Type	Definition	Requirements
Caregivers	Essential visitors designated by the resident/substitute decision maker to provide caregiver support e.g. meal assistance, social support, meaningful connections, rational continuity, and decision-making.	<ul style="list-style-type: none"> • Must be designated in writing by the resident/SDM prior to visit • Must be 18 years of age or older • Verbal attestation required • Non-outbreak: 2 caregivers allowed • Outbreak: 1 caregiver allowed • Additional IPAC training & education required prior to visit • Must undergo COVID-19 screening for typical and atypical symptoms • Caregiver designated can be changed based on resident care needs • Location of visit may be designated by site • Prior to first visit and monthly thereafter, must attest to reading/re-reading the care community's visitor policy
General Visitors	<p>Provides non-essential services or visits for social reasons.</p> <p>Includes: outdoor visits, window visits, and indoor visits</p>	<ul style="list-style-type: none"> • Must be scheduled • Must undergo COVID-19 screening for typical and atypical symptoms • Indoor: verbal attestation required • Anyone 14 years of age or younger must be accompanied by an adult and follow infection prevention and control precautions • Prior to the first visit and monthly thereafter must attest to reading/re-reading the care community's visitor policy • During outbreaks no visitors allowed
Support Person	For accessibility reasons; required to assist the essential visitor or general visitor with a disability to perform daily tasks. Visitors who need support persons should inform the site in advance of the visit.	<ul style="list-style-type: none"> • Must be scheduled • Must undergo COVID-19 screening for typical and atypical symptoms • Indoor: verbal attestation required

Preparing for Your Visit

- Indoor visits will be permitted only when the care community is not in an outbreak, where the resident is asymptomatic and not self-isolating, and as outlined in the reference chart.
- The care community has the discretion to restrict the number of visitors, provided it permits:
 - At least one caregiver per resident at a time
 - At least one visit per resident per week for at least one general visitor per resident at a time as long as the care community is not in outbreak and the resident is not self-isolating or symptomatic
- In exercising these measures, the care community will consider:
 - Any active outbreaks in the care community;

- The physical layout/infrastructure of the care community;
- The number of residents, including their clinical and emotional wellbeing; and
- Total number of visitors in the care community
- Local public health departments may also require additional visitor restrictions to be in place during an outbreak.
- General visitors will be required to pre-schedule 30 minute visits during the hours of 9:00am-4:00pm and take place at on the back patio outside of the home or in the Activity Room inside the care community.
- Residents/substitute decision makers wanting to designate a caregiver must contact care community. Caregiver designation must be provided in writing to the Director of Resident Programs or designate.
- Outdoor visits 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 and/or the 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.
- A visitor who tests positive for COVID-19 may resume visits if they have been cleared by the local Public Health Unit.
- 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).
- Personal Protective Equipment (PPE) (mask) must be 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 visit. 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 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 may not accompany visitors during scheduled visits.
- Visitors must adhere to the outdoor/indoor visiting 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.
- Team members will be available to escort visitors 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 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 the 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).

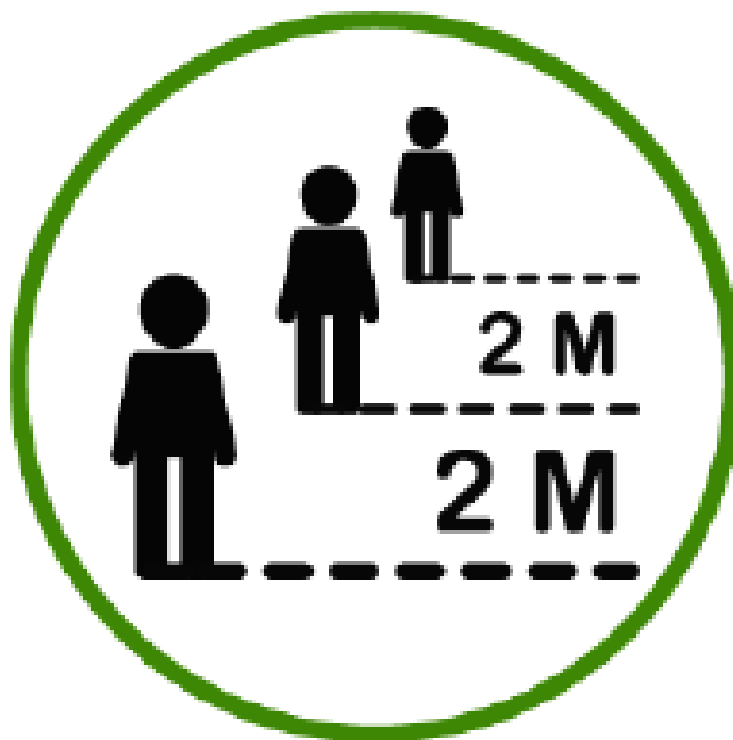
6. Visits may be facilitated by a team member to ensure visiting guidelines are being adhered to while also ensuring privacy for the visitor and resident.
7. Visitors will leave the designated meeting area at the end of the visit.
8. Hand hygiene will take place.
9. Visitor will proceed to their vehicle.

Please review the following education and training resources prior to your visit.

- **Recommended Steps: Putting on Personal Protection Equipment (PPE)**
<https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
- **Video link: Putting on Full Personal Protective Equipment**
<https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
- **Video link: Taking off Full Personal Protective Equipment**
<https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
- **Video link: How to Wash Your Hands**
<https://www.publichealthontario.ca/en/videos/ipac-handwash>

Training Posters

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



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.

Rub hands for 15 seconds



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 safe.



JUST CLEAN YOUR HANDS



© 2018 Health Services Promotion for Ontario

How to handwash

Lather hands for 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.

Lather hands for 15 seconds



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 safe.



JUST CLEAN YOUR HANDS



© 2018 Health Services Promotion for Ontario