

## **VISITOR DEFINITIONS & PROTOCOLS (ON 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.

**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.

### **COVID-19 testing/screening process to be followed by visitors:**

- All visitors must complete the active screening questionnaire upon entry at each visit to the residence.
- Visitors must attest to being COVID-19 free before entering the residence.
- **Essential Visitors Only:** As per the Chief Medical Officer of Health (CMOH) Directive #3, must attest to being fully vaccinated and provide their 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.
- All visitors must adhere to PPE requirements during visit of universal masking and physical distancing at all times.

Our residences will facilitate visits for residents and will not unreasonably 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.

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.

**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.

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

Definitions:

- Reopening Ontario: Roadmap to reopen (link below)

Type of Visitor	Definition	Location of Visit	# of Visitors allowed	Prevention & Non-Outbreak	Outbreak	Additional IPAC Training Requirements	# of Visitors if Resident Symptomatic or in Self-Isolation
<b>Essential 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> <p><b>*Note:</b> 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>	Varied locations in the residence based on need	<ul style="list-style-type: none"> <li>No limit to the number of caregivers per resident may visit</li> <li>Designated visitors documented in resident healthcare record</li> </ul>	<ul style="list-style-type: none"> <li>Active Screening</li> <li>Procedural/surgical mask/Eye protection/PPE must be provided by support worker. Eye protection is not required if fully vaccinated unless providing care to a suspected or confirmed+ COVID-19 resident</li> <li>Mask &amp; Eye Protection to be worn at all times. Eye protection is not required if fully vaccinated unless providing care to a suspect or confirmed COVID-19+ resident</li> <li>Not permitted to wander within the residence</li> <li>Must adhere to physical distancing</li> </ul>	<ul style="list-style-type: none"> <li>Max. up to 2 persons 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> <li>Not permitted to wander within the residence</li> <li>Must adhere to physical distancing</li> </ul>	<p>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:</p> <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>	<p>If self-isolating or symptomatic, resident may only receive essential visitors.</p> <p>Maximum of two (2) Essential Caregivers per resident may visit at a time</p>
<b>Essential Caregiver</b>	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,	Residence can designate space / resident suite	<ul style="list-style-type: none"> <li>No limit to the number of caregivers per resident may visit</li> <li>Designated visitors documented in</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling not required, no min. time allotted to length of visit</li> <li>Screening</li> </ul>	<ul style="list-style-type: none"> <li>Max. 2 person at a time</li> <li>Screening</li> <li>Procedural/ surgical</li> </ul>	Prior to first visit the residence should provide training, if not trained as part of their service provision or through their	If self-isolating or symptomatic. Resident may only receive essential visitors.

Type of Visitor	Definition	Location of Visit	# of Visitors allowed	Prevention & Non-Outbreak	Outbreak	Additional IPAC Training Requirements	# of Visitors if Resident Symptomatic or in Self-Isolation
	<p>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>		resident healthcare record	<ul style="list-style-type: none"> <li>Procedural/ surgical mask/PPE must be provided by caregiver</li> <li>Masks &amp; Eye protection to be worn at all times. Eye protection is not required if fully vaccinated unless providing care to a suspect or confirmed COVID-19+ resident</li> <li>Not permitted to wander within the residence</li> <li>Must adhere to physical distancing</li> </ul>	<p>mask/PPE must be provided by caregiver</p> <ul style="list-style-type: none"> <li>Masks to be worn at all times</li> <li>Not permitted to wander within the residence</li> </ul>	<p>employment, on the following topics:</p> <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>	Maximum of two (2) Essential Caregivers per resident may visit at a time
<b>General Visitor</b>	<ul style="list-style-type: none"> <li>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</li> <li>For social reasons</li> <li>Could be a prospect taking a tour of the residence</li> </ul>	<ul style="list-style-type: none"> <li>Window visits</li> <li>Indoor</li> <li>Outdoor</li> <li>Residence can designate a space</li> <li>General Visitors may visit a resident outdoors; however, groups <b>must not exceed provincial limits</b> for outdoor gatherings</li> </ul>	<ul style="list-style-type: none"> <li>Must not exceed provincial limits for outdoor gatherings</li> </ul>	<ul style="list-style-type: none"> <li>Scheduled in advance</li> <li>Screening</li> <li>Procedural/surgical mask &amp; eye protection. Eye protection is not required if fully vaccinated unless providing care to a suspect or confirmed COVID-19+ resident</li> <li>Indoor: PPE required by Residence</li> <li>Outdoor: Face covering/ surgical</li> </ul>	<p>Not permitted indoors</p> <p>Outdoors: only under guidance from public based on affected area of the home</p>	<ul style="list-style-type: none"> <li>Acknowledgment of visitor guidelines on entry</li> </ul> <p>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:</p> <ul style="list-style-type: none"> <li>Safety while providing direct care</li> <li>Reading and watching Public Health Recommended Donning &amp;</li> </ul>	Not permitted

Type of Visitor	Definition	Location of Visit	# of Visitors allowed	Prevention & Non-Outbreak	Outbreak	Additional IPAC Training Requirements	# of Visitors if Resident Symptomatic or in Self-Isolation
				mask required by visitor		Doffing PPE and Hand Hygiene <ul style="list-style-type: none"> <li>At least monthly verbal attestation that they have done the above</li> </ul>	
<b>Personal Support Person</b>	A person who is not an essential visitor and visits to provide personal services to residents such as hairdressing and nail care (services that are not being provided for medical or essential reasons)	Residence can designate space	Personal Care Service Providers who are visiting or work onsite are permitted to provide services in alignment with provincial requirements.	<ul style="list-style-type: none"> <li>Follow required PH and IPAC measures for Personal Care Service Providers and those of the residence, including wearing a medical mask and eye protection. Eye protection not required if fully vaccinated unless providing care to a suspect or confirmed COVID-19+ resident</li> <li>For duration of visit, practicing hand hygiene and conducting environmental cleaning after each visit</li> </ul>	Not permitted	<ul style="list-style-type: none"> <li>Acknowledgment of visitor guidelines on entry</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; Doffing PPE and Hand Hygiene</li> <li>At least monthly verbal attestation that they have done the above</li> </ul>	Not permitted

**Note:**

- A visitor who tests positive for COVID-19 may resume visits if they have been cleared by the local Public Health Unit.
- Brief hugs are 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.
- 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 staff during the scheduled visit.

Link to Reopening Ontario – Road map: Reopening Ontario | Ontario.ca <https://www.ontario.ca/page/reopening-ontario>  
Directive #3 – [https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH\\_HPPA.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf)