

## VISITOR INFORMATION-PROTOCOLS (WEBSITE)

### 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.**

LTC Homes located in areas of higher community spread of COVID-19 may be subject to additional visitor restrictions and per Public Health Unit direction.

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

- Complete the active screening questionnaire upon entry at each visit to the Home.
- **In non-outbreak conditions**, undergo mandatory screening for COVID-19 using a rapid antigen test prior to visiting with a resident as per COVID-19 Guidance: Considerations for Rapid Antigen Point-of-Care Screening, at the frequencies as specified in the current directives.
- **In outbreak conditions**, essential caregivers are required to provide proof of a negative COVID-19 test result conducted within 7 days prior to the visit and verbally attest to not subsequently testing positive.

Visitor Type	Definition	Requirements
<p><b>Essential Visitors</b></p>	<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>Compassionate – Visiting a very ill or palliative resident.</p>	<ul style="list-style-type: none"> <li>• Undergo a rapid antigen screening test as per current directives (no outbreak) or provide proof of a negative COVID-19 test result conducted within the past 7 days (outbreak)</li> <li>• Must undergo COVID-19 screening for typical and atypical symptoms</li> <li>• Scheduling not required</li> <li>• Very ill/palliative – proof of negative COVID-19 test not required</li> <li>• Compassionate – 2 visitors at a time</li> </ul>
<p><b>Support Workers</b></p>	<p>Essential visitors who perform support services for the resident or home e.g. physicians, nurse practitioners, maintenance workers, person delivering food for the home.</p>	<ul style="list-style-type: none"> <li>• Providing direct care: Undergo a rapid antigen screening test as per current directives (no outbreak) or provide proof of a negative COVID-19 test result conducted within the past 7 days (outbreak)</li> <li>• Must undergo COVID-19 screening for typical and atypical symptoms</li> <li>• Scheduling not required</li> <li>• Location of visit can be designated by site</li> <li>• Not providing direct care: show proof of COVID-19 testing or have a rapid antigen screening completed as per current directives &amp; verbal attestation to not subsequently test positive</li> </ul>

Visitor Type	Definition	Requirements
<p><b>Caregivers</b></p>	<p>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</p>	<ul style="list-style-type: none"> <li>• Must be designated in writing by the resident/SDM prior to visit</li> <li>• Must be 18 years of age or older</li> <li>• Undergo a rapid antigen screening test as per current directives (no outbreak) or provide proof of a negative COVID-19 test result conducted within the past 7 days (outbreak)</li> <li>• Designate any number of caregivers per resident with only a max. 2 allowed per visit indoors</li> <li>• Outdoors: max. 10 including general visitors per resident</li> <li>• Additional IPAC training &amp; education required prior to visit</li> <li>• Must undergo COVID-19 screening for typical and atypical symptoms</li> <li>• Caregiver designated can be changed based on resident care needs</li> <li>• Location of visit may be designated by site</li> <li>• Prior to first visit and monthly thereafter, must attest to reading/re-reading the home’s visitor policy</li> <li>• Fully immunized resident &amp; caregiver – no eye protection required in resident room; required in common areas outside of resident room</li> <li>• Partially immunized/unimmunized – requires eye protection</li> </ul>

Visitor Type	Definition	Requirements
<b>General Visitors</b>	<p>Provides non-essential services or visits for social reasons.</p> <p>Outdoor visits allowed.</p> <p>May have multiple different general visitors with the limit of 2 at a time indoors.</p>	<p><u>Outdoor</u></p> <ul style="list-style-type: none"> <li>• Outdoor visits (max 10 including caregivers) per resident</li> <li>• Remain outdoors during the visit</li> </ul> <p><u>Indoor visits</u></p> <ul style="list-style-type: none"> <li>• Max. 2 for residents</li> <li>• Must undergo COVID-19 screening for typical and atypical symptoms.</li> </ul> <p><u>Whether outdoor or indoor</u></p> <ul style="list-style-type: none"> <li>• Not allowed if in home wide outbreak; if the resident is symptomatic or on droplet/contact precautions</li> <li>• Additional IPAC education (mask wearing, physical distancing, hand hygiene) required prior to visit</li> <li>• Fully immunized resident &amp; general visitor – no eye protection required in resident room; eye protection required in common areas outside of resident room</li> <li>• Partially immunized/unimmunized – requires eye protection</li> <li>• Must be scheduled with home</li> </ul>
<b>Support Person</b>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Must be scheduled</li> <li>• Must undergo COVID-19 screening for typical and atypical symptoms</li> <li>• Indoor: Undergo a rapid antigen screening test as per current directives (no outbreak)</li> </ul>

**Preparing for Your Visit**

- Outdoors only: A maximum of 10 visitors which can include: general visitors and two designated caregivers can visit at one time. Children under the age of two years do not count towards the general visitor maximum.
- General visitors max. 2 indoors and 2 designated caregivers can visit at one time. The resident and/or the Power of Attorney/Substitute Decision Maker will determine who may visit.
- Outdoor visits will be permitted only when the home is not in an outbreak, where the resident is asymptomatic and not self-isolating.
- Outdoor visits will be pre-scheduled (30 minute sessions) during hours and at outside location as specified by the home.
- Visits will be accommodated outdoors and as weather permits.
- Indoor visits will be permitted only when the home is not in an outbreak, where the resident is asymptomatic and not self-isolating, and as outlined in the reference chart.
- The home has the discretion to restrict the total visitors in the building at a time, provided it permits at least one caregiver per resident at a time.
- In exercising these measures, the home will consider:

- Any active outbreaks in the home;
- The physical layout/infrastructure of the home;
- The number of residents, including their clinical and emotional wellbeing.
- Local Public Health departments may also require additional visitor restrictions to be in place during an outbreak.
- Residents/substitute decision makers wanting to designate a caregiver must contact home. Caregiver designation must be provided in writing to the Director of Resident Programs or designate.
- A visitor acknowledgement form must be signed upon each visit to certify that visitation attestation requirements have been met, with education completed prior to the initial visit and then monthly as specified by the home.
- Visits will be accommodated in designated areas within the home.
- Frequency of visits will be based on equitable availability to accommodate one visit per week.
- A visitor who tests positive for COVID-19 may resume visits if they have been cleared by the local Public Health Unit.
- All designated caregivers and general visitors will receive education on the home's infection prevention and control measures, including hand hygiene and use of personal protective equipment (PPE).
- Personal Protective Equipment (PPE) mask/eye protection must be worn appropriately during the scheduled visit as required. See the chart above to determine whether eye protection is required based on immunization status.
- 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.
- Visitors who are fully or partially immunized may be required to show proof of immunization status.
- All visitors must comply with the home's infection prevention and control measures and will be actively screened prior to allowing entry to the home.
- 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.
- With the exception of service dogs, animals may not accompany visitors during scheduled visits.
- 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.
- Staff 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.). Items brought in for the resident during the visit can be consumed only by the resident.
- Visitors must adhere to a safe physical distance of six feet from the resident and staff during the scheduled visit.
- **Non-compliance with the home's visiting policy and guidelines could result in discontinuation of visits for the non-compliant visitor.**

**Breakdown of events during the schedule for general visitors outdoor:**

1. Visitor must remain in their vehicle until the start time of their scheduled visit.
2. Visitor will then proceed to the designated greeting area.
3. Visitor will be greeted by a team member at the designated greeting area and will be screened and receive education on infection prevention and control measures (5 to 10 minutes).

4. Hand hygiene will take place.
5. Team member will then escort the visitor to the designated meeting area to visit with their loved one.
6. Visit with resident will take place for minimum of 30 minutes.
7. Visits will be facilitated by a team member to ensure the visiting guidelines are being adhered to while respecting privacy of the visitor and resident.
8. Team member will escort visitor from the designated meeting area at the end of the visit.
9. Hand hygiene will take place.
10. Visitor will proceed to their vehicle.

General visitors for indoor visits:

1. In addition to the above requirements for scheduling, general visitors will participate in surveillance testing for indoor visits and obtain a negative screen prior to entering the home.
2. Visits require scheduling and a review of visitor policy and education and training resources prior to an indoor visit.
3. Not permitted to visit indoors if the entire home is in outbreak or the resident is symptomatic or isolating under droplet and contact precautions. If a portion of the home is in outbreak, visits can still take place on the unaffected area of the home.

**Visitors please review the following education and training resources prior to your visit.**

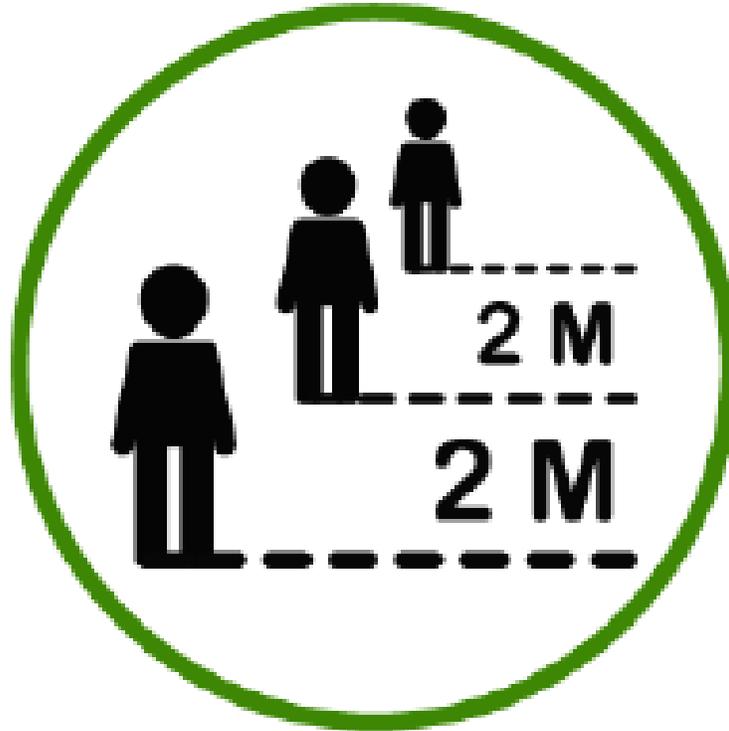
- Recommended Steps: Putting on Personal Protection Equipment (PPE)  
<https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
- Video link: Putting on Full Personal Protective Equipment  
<https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
- Video link: Taking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

**Additional References:**

LTC Visitor, Absences & Social Gatherings Snapshot Effective July 7, 2021: [https://irp.cdn-website.com/9d992c3a/files/uploaded/LTC%20Visitor\\_Absences\\_Social%20Gatherings%20Snapshot\\_J.pdf](https://irp.cdn-website.com/9d992c3a/files/uploaded/LTC%20Visitor_Absences_Social%20Gatherings%20Snapshot_J.pdf)

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 palms.



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



## 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

