

Operational Guideline

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TO:	Supervisors	DATE SENT:	Sept. 18, 2020
APPROVED:	John Hagens	VER:	#3 OG20#182.2
RE:	COVID-19 Resuming Visits in Congregate Living Settings		

Resuming Visits in Our Group Living Homes

As the outbreak evolves in Ontario MCCSS will keep the health, safety and emotional well-being of residents and staff at the forefront by continuing to adjust direction regarding visits and absences at congregate living settings. This revised document combines previous guidelines and provides updated direction on the following: Essential, Non-Essential and Designated Visitors.

Essential Visitors

An essential visitor is generally a person who:

1. Performs essential services to support the ongoing operation of a service agency (including a contractor); and/or
2. Considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a congregate living resident.

An essential visitor may include but is not limited to the following:

- A parent/guardian
- Social service workers (e.g./ child welfare workers, day program operators etc.)
- Health care providers (e.g./ doctor, nurse, personal support workers etc.)
- Inspectors from the Ministry or public health unit

Designated Visitors

A resident and/or substitute decision maker may designate up to 2 people at a time as “unrestricted visitors”.

Designated Visitors:

- Are not required to schedule an appointment to visit a congregate living setting within provided that their visit is within the site’s permitted visitation hours.
- May be required to wait outside of the congregate living setting if the site is at its maximum visitor capacity.

While appointments are not required it is advised that to schedule an appointment to avoid wait times.

Non-Essential Visitor

A non- essential visitor is generally a person who:

- Provides non-essential services, who may or may not be hired by the site or the resident and/or their substitute decision maker; and/or
- For social reasons (e.g. family members or friends).

Careful consideration will be given to when and whether an in-person visitor is truly vital to maintain health, wellness and safety of a person supported; and will not cause undue hardship or increased anxiety. Visitors should consider their personal health and susceptibility to the virus in determining whether visiting is appropriate. Where it is not possible or advisable for in-person visits virtual visiting should continue.

To ensure the safety of people supported, their families, and staff the following procedures must be in place:

The following requirements must be met prior to being able to accept any in personal visitors:

- 1) For non-essential and designated visitors, the congregate living site must **NOT** be currently in outbreak (i.e. at least one active COVID-19 case among a resident or staff member).
- 2) The congregate living setting will ensure:
 - a. Procedures for the resumption of visits is communicated with people supported, their families, visitors and staff, including but not limited to infection prevention and control (IPAC), scheduling and any setting-specific procedures;
 - b. An information package will be shared and visitors will be educated on IPAC, masking, physical distancing of a minimum of 2 metres (6 feet), and all visits will occur outside.
- 3) A designated **outdoor area** on site or **indoor area if feasible** will be identified where visitors can meet with loved ones, that allows for:
 - a) a minimum of 2 metres (6 feet) physical distance,
 - b) a physical barrier (as some people will have difficulty with physical distancing)
 - c) and wipeable seating that can be cleaned and disinfected
- 4) Physical contact is not permitted at any time during the visit. The area must be thoroughly disinfected after every visit.
- 5) Staff must be available to assist the individual and accompany visitors to and from the designated area and remain within visual contact of the visitor and individual for the full duration of the visit. Any concerns regarding the visit must be documented and reported to the supervisor.
- 6) A log of visitors will be maintained and available for relevant / appropriate staff members and Public Health should contact tracing be deemed necessary.
- 7) A schedule must be created that allows for:
 - a. Maximum of 1 or 2 visitors at a time per resident if appropriate physical distancing is feasible
 - b. Time-limited visits, not restricted to less than 30 minutes
 - c. Staffing and space capacity to maintain safety of individuals, staff and visitors
 - d. Enhanced cleaning and disinfecting in between scheduled visits
- 8) Visitors must contact the supervisor to set up a time for a scheduled visit. Up to one-week advanced notice may be necessary to arrange the visit. If a visit must be canceled, as much notice as possible will be provided.
- 9) Visitors must present at the main entrance for screening and must pass active screening every time they are on the premises. A staff will provide the documentation and thermometer (while physically distancing). The visitor will attest that they are not experiencing any of the typical and atypical symptoms of COVID-19. They will not be permitted to visit if they do not pass the screening.
- 10) Visitors will be respectfully asked, but not insisted upon, to attest that they have tested negative for COVID-19 within the previous 14 days.
- 11) Gifts are permitted only if they can be easily cleaned and disinfected (e.g. hard surfaces, original packaging.) Gifts will be placed at the entrance for staff to disinfect and then be given to the person during their visit (if possible).

- 12) All visitors must follow CLSL's IPAC protocols, including proper use of face coverings.
 - a) Visitors shall provide their own non-medical mask to be worn AT ALL TIMES regardless of whether the visit is conducted indoors or outdoors.
 - b) Visitors must maintain a minimum of 2 metres (6 feet) physical distance from the staff and their loved one for the duration of the visit.
 - c) Visitors must adhere to protocols for hand hygiene and respiratory etiquette (hand sanitizer will be provided).
 - d) Designated and Non-essential visitors must remain within designated spaces as identified by the CLSL site.
- 13) Visitors must bring their own chair for outdoor visits, if possible.
- 14) At no time may the visitor use the washroom facilities.
- 15) If a visitor brings food/beverage, they will need to provide their own glasses, plates, etc. and take garbage away.
- 16) Anyone not adhering to these rules will be asked to leave the premises and the individual will be supported to return to their home while the visitor vacates. This could affect the possibility of future visits.
- 17) The person supported could be required to isolate for 14 days from date of visit if protocols are not followed, Lambton Public Health will be consulted.
- 18) When a visit is terminated, the support worker will complete an incident report and notify management.
- 19) The Supervisor will follow up (phone call) within two working days with the visitor and review the protocols for visiting prior to scheduling the next visit (14-day isolation time frame will be followed before another visit can be scheduled).

See the links below regarding the above directives from the MCCSS:

http://www.children.gov.on.ca/docs/MCCSS_Visitor_Guidelines_Congregate_Living-EN.pdf

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_resuming_visits_congregate_living_settings.pdf

Putting On and Taking Off your Cloth Mask

To put your mask on:



1. Wash or sanitize hands.

2. Pick up your mask by its ear loops or ties without touching the mask itself.



3. Bring the loops up to your ears, securing them as tightly as possible. If the mask is equipped with ties instead of loops, tie the upper pair around the rear crown of your head, then the second pair around the nape of your neck.

4. Be sure that it covers your nose and your mouth. Adjust the fit of the mask to ensure your chin is covered. You can pull the mask around the base of your chin. Secure the mask around the bridge of your nose, particularly if there is a bendable piece.



5. Wash or sanitize hands again.

To take off your mask:



1. Wash or sanitize hands.

2. Remove each loop or tie without touching the mask itself. Untie the bottom loop first, then the top.



3. Place mask in a labelled paper bag if you will wear it again or to take home.
3a. Wash or sanitize hands after each handling of the mask or paper bag.

4. Place mask directly into washing machine. Wash with hot water and laundry soap. Dry thoroughly.



DO NOT TOUCH MASK WHILE WEARING.

DO NOT HANG MASK



Family Visits - Welcome!

This home is currently free from COVID-19.

Before you can visit a family member, you must:

- Answer and pass a series of self-screening questions
- Sign that you have reviewed this training

In addition, you will be respectfully asked, but not insisted upon, to attest that you have tested negative for COVID-19 within the previous 14 days.

For the protection of the residents and staff, please follow these directions during your visit today:



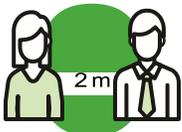
Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. You must bring your own cloth mask or face covering for outdoor visits. We will show you how to put it on, if needed. You must continue to wear your mask at all times during the visit.



Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas. At no time will you be permitted to enter the residence, including to use washroom facilities.



Maintain physical distance. We know, this one is hard. But for everyone's safety, avoid physical contact during your visit. It is a requirement to stay two metres (six feet) apart at all times!



Clean your hands (again). Before you leave, clean your hands thoroughly using hand sanitizer

Remove all garbage and belongings that you brought with you.

Note: If at any time a guest fails to follow these rules, we will be forced to discontinue the visit.

This home is currently free from COVID-19

For the safety of residents and staff, visits are only allowed at this time in the designated indoor or outdoor visiting areas.

If you have a gift for a resident, please ask a member of our staff where to leave it, so that it can be sanitized for everyone's safety.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of the residents and staff. Staff are required to monitor all visits to ensure restrictions are followed; this can be done from a distance to provide some privacy.

We thank you for your cooperation in scheduling your visit in advance to ensure all residents have a chance to receive visitors.

I have had a negative COVID-19 test in the past 14 days

I, _____ attest to having reviewed the Visitor Guidelines including the required health & safety protocols.

Signature: _____ Date: _____

