

Eden Villa COVID-19 Visitor Policy

Policy:

Eden Villa has a responsibility to ensure residents receive visitors safely to help protect against the risk of COVID-19. This policy balances mitigating measures to protect the health and safety of residents, staff and visitors, with the physical, mental, emotional, and spiritual needs of residents for their quality of life and in consideration of the mental health and emotional well-being of residents and their loved ones. All visitors must comply with the requirements set out in this policy.

This policy complies with current ministry requirements, applicable legislation and regulations, and is guided by the policies of the Ministry for Seniors and Accessibility (MSAA) and the Retirement Homes Regulatory Authority (RHRA).

If anything in this policy conflicts with requirements in applicable legislation or regulations or any other provincial requirements, including any applicable emergency orders, directives, directions, guidance, recommendations or advice issued by the CMOH and applicable to retirement homes, those requirements prevail, and the residence will follow them.

For the purposes of this policy, “fully vaccinated” refers to an individual having received:

- The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines,
- One or two doses of a COVID-19 vaccine authorized by Health Canada, or
- Three doses of a COVID-19 vaccine authorized by Health Canada; and
- They received their final dose of the COVID-19 vaccine at least 14 days ago

The above definition is based on Ministry of Health’s [COVID-19 Fully Vaccinated Status in Ontario](#).

Guiding Principles

In addition to the requirements established in the Retirement Homes Act, 2010 and O. Reg 166/11, the Reopening Ontario Act, 2020, and Directive #3, this policy is guided by the following principles:

- **Safety:** Any approach to visiting, absences, and activities must balance the health and safety needs of residents, staff, and visitors, and ensure risks of infection are mitigated.
- **Mental Health and Emotional Well-being:** Allowing visitors, absences, and activities is intended to support the overall physical, mental and emotional wellbeing of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All residents must be given equitable access to receive visitors and participate in activities consistent with their preferences and within restrictions that safeguard residents, staff and visitors.
- **Flexibility:** The physical characteristics /infrastructure of the home, its staffing availability, whether the home is in outbreak or in an area of widespread community transmission, and the current status of the home with respect to infection prevention and control (IPAC) including personal protective equipment (PPE) are all variables to take into account when administering home-specific policies for visiting, absences, and activities.
- **Autonomy:** Residents have the right to choose their visitors. Residents also have the right to designate their caregivers. If a resident is unable to do so, substitute decision-maker(s) may designate caregivers.

- **Visitor Responsibility:** Visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to visitor policy requirements related to screening, IPAC and PPE and any precautions described in this policy.
- **COVID-19 Vaccination:** The goal of the provincial COVID-19 vaccination program is to protect Ontarians from COVID-19. Vaccines help reduce the number of new cases and, most importantly, severe outcomes including hospitalizations and death due to COVID-19. All individuals, whether or not they have received a COVID-19 vaccine, must continue to practice the recommended public health measures and comply with all applicable laws for the ongoing prevention and control of COVID-19 infection and transmission.

Requirements for Home Visits

1. The residence will adhere to the requirements in any applicable directives issued by the CMOH and directions from the local PHU. This may include direction to take additional measures to restrict access and duration of visits during an outbreak or when the PHU deems it necessary.
2. The following minimum requirements will be maintained to continue to accept any visitors:
 - i. Procedures for visits including but not limited to IPAC, scheduling and any setting-specific policies.
 - ii. Communication of visiting procedures with residents, families, visitors and staff, including sharing an **information package** with visitors if requested, email to POAs with instruction to share with friends and family and through social media (FaceBook): **(See Appendix A)**
 - a. Details regarding IPAC, PPE/masking, and physical distancing (2 metres separation),
 - b. Information about how to escalate concerns about the residence to the RHRA via the RHRA email and/or phone number; and
 - c. Other health and safety procedures such as limiting movement around the residence, if applicable, and ensuring visitors' agreement to comply with visiting procedures.
 - iii. A process for complaints about the administration of visiting policies and a timely process for resolving complaints.
 - iv. Requirements for visitor compliance with visiting policies and a process to notify residents and visitors that failure to comply with the visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high, including a way to assess refusal of entry on a case-by-case basis.
 - v. A process for recording all visits, including the name, contact information, and date and time of visit, to be kept for at least 30 days **(See Appendix D)**.
 - vi. Dedicated areas for both indoor and outdoor visits to support physical distancing (2 metres separation) between residents and visitors.
 - vii. Protocols to maintain best practices for IPAC measures prior to, during and after visits.
3. The residence will ensure the following are put in place to facilitate safe visits:
 - **Adequate Staffing:** The residence has sufficient staff to implement the policies related to visitors and to ensure safe visiting as determined by the home's leadership.
 - **Access to adequate testing:** The residence has a testing policy and plan in place to support antigen point-of-care (POCT) screening of all visitors, regardless of vaccination status.
 - **Access to adequate PPE:** The residence has adequate supplies of PPE required to support visits.
 - **IPAC standards:** The residence has appropriate cleaning and disinfection supplies and adhere to IPAC standards, including enhanced cleaning.
 - **Physical distancing:** The residence can facilitate visits in a manner aligned with physical distancing protocols (2 metres separation).
4. If the residence restricts visits based on any of the above factors, the decision will be communicated to residents, including the reasons for the decision.

Types of Visitors

There are 3 categories of visitors: Essential Visitors, General Visitors, and Personal Care Service Providers. This policy also takes into consideration the vaccination status of each type of visitor.

Retirement home staff, students and volunteers as defined in the *Retirement Homes Act, 2010* are not considered visitors.

<p>1. Essential Visitors <i>Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident).</i> <i>There are two categories of Essential Visitors: Support Workers and Essential Caregivers.</i></p> <p>External Care Providers (ECPs): ECPs are employees, staff or contractors of Home and Community Care Support Services (HCCSS) (formerly LHINs) and provide services to residents. They are considered Essential</p>	<p>A. Support Workers A Support Worker is brought into the home to perform essential services for the home or for a resident in the home, including:</p> <ol style="list-style-type: none"> Regulated health care professionals under the <i>Regulated Health Professions Act, 1991</i> (e.g., physicians, nurses); Unregulated health care workers (e.g., PSWs, personal/support aides, nursing/personal care attendants), including external care providers and Home and Community Care Support Service Providers (formerly LHIN providers); Authorized third parties who accommodate the needs of a resident with a disability; Health and safety workers, including IPAC specialists; Maintenance workers; do not require RAT Private housekeepers; Inspectors; and Food delivery; do not require RAT
	<p>B. Essential Caregivers – Essential Caregivers provide care to a resident including supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. Essential Caregivers may be family members, a privately hired caregiver, paid companions and translators even if the person would also be considered a Support Worker.</p> <p>Essential Caregivers will not be denied access to residents, provided that they pass the active screening, testing and PPE requirements (e.g., vaccination status should not impact access).</p> <p>Until further notice Caregivers within the 6ft physical distancing are required to wear a medical grade mask and eye protection.</p> <p>Types of Visitors cont. on page 4.</p>

2. General Visitors	<p>A General Visitor is a person who is not an Essential Visitor and visits:</p> <ol style="list-style-type: none"> a. For social reasons (e.g., family members and friends of resident); b. To provide non-essential services (may or may not be hired by the home or the resident and/or their SDM); and/or c. As a prospective resident taking a tour of the home.
3. Personal Care Service Providers	<p>A Personal Care Service Provider is a person who is not an Essential Visitor and visits to provide non-essential personal services to residents.</p> <p>Personal Care Service Providers are to wear a medical grade mask and eye protection when providing a service that requires less than the recommended 6ft physical distancing.</p> <p>Personal Care Services include those outlined under the Reopening Ontario Act, 2020 regulations O. Reg. 82/20, O. Reg. 263/20 and O. Reg. 364/20, such as hair salons and barbershops, manicure and pedicure salons, aesthetician services, and spas, that are not being provided for medical or essential reasons (e.g., foot care to support mobility or reduce infections).</p>

Access to Residence

1. The local PHU may require restrictions on visitors in part or all of the residence, depending on the specific situation. The residence and visitors must abide by any restrictions imposed by the PHU, which override any requirements or permissions in this policy and the Retirement Homes Policy to Implement Directive #3 if there is a conflict.
2. All visitors must agree to abide by the health and safety practices contained in Directive #3 and the Retirement Homes Policy to Implement Directive #3 as a condition of entry into the residence. **(See Appendix D)**
3. All visitors to the residence must follow public health measures (e.g., physical distancing, hand hygiene, and masking) for the duration of their visit in the residence.
4. The residence will facilitate visits for residents and will not unreasonably deny visitors based on *frequency of visits*.
5. Essential Caregivers, provided that they pass the screening, antigen POCT testing and PPE requirements, will not be denied access to residents.

6. Residents who are not isolating may receive Essential Visitors, General Visitors and Personal Care Service Providers if they are not living in an outbreak area of the home.
7. Residents who are isolating under Droplet and Contact Precautions may only receive Essential Visitors. The home will provide supports for their physical and mental well-being to mitigate any potential negative effects of isolation (including individualized mental and physical stimulation that meet their abilities), using sector best practices wherever possible.
8. All visitors, regardless of their vaccination status, will be actively screened and must demonstrate a negative antigen POCT result to be permitted entry, including for outdoor visits (See “*Screening Visitors for COVID-19*” below and **Appendix D**).
9. Visitors must follow requirements as follows:
 - a) **Visitors Who Are Fully Vaccinated:**
 - i. Visitors may be asked to show their proof of vaccination when visiting the residence.
 - ii. Fully vaccinated visitors may be permitted if they pass active screening requirements upon entry to the home, including demonstrating a negative antigen POCT result at the required frequency as determined by the home.
 - b) **Visitors Who Are NOT Fully Vaccinated:**
 - i. Any visitors, who do not provide identification and proof of full vaccination (including those unable to be fully vaccinated for a medical reason) may be permitted if they pass active screening requirements upon entry to the home. The home strongly recommends providing a negative antigen POCT result prior to entry,
10. To support physical distancing between residents and visitors, indoor and outdoor visiting areas have been designated. Visitor screener will escort visitors to the designated area.
11. Best practices for IPAC measures will be maintained prior to, during and after visits.
12. General visits will be booked in advance *through email kjhstonston@edenvilla.ca or 519-354-2273*

13. All visits to the residence will be recorded, including the name, contact information, date and time of visit, and kept for at least 30 days (See Appendix D).
14. Policy and IPAC measures will be reviewed with all residents, families, visitors and staff upon entrance. A copy of the policy/information package will be provided upon request. Additional applicable policies and procedures will be communicated as needed.
15. The number of visitors permitted, subject to PHU advice per #1 above, is outlined below.

<p>1. General Visitors</p>	<p>General Visitors are permitted unless a resident is isolating and on Droplet and Contact Precautions, or the home is advised by the local PHU to stop general visits (e.g., during an outbreak). The residence will not unreasonably deny visits provided the residence and visitor comply with the requirements in the Policy to Implement Directive #3.</p> <p>To further limit risk to residents, General Visitors who have symptoms of COVID- 19, have tested positive for it or who are close contacts of someone with COVID- 19, including those with a household member who is symptomatic, should avoid visiting homes for 10 days from the onset of symptoms or from receiving a positive test result or from the date of their last exposure (whichever is earlier).</p> <p>Visits may occur in designated areas subject to regular environmental cleaning or in a resident's suite. For all visits, sufficient space must be available to allow for physical distancing.</p> <p>For all visits with General Visitors, the following measures should be in place:</p> <ul style="list-style-type: none"> • The residence should ensure equitable visitor access for those residents who are not isolating. • Opening windows should be considered for indoor and in-suite visits to allow for air circulation. • Designated visiting areas will be subjected to environmental cleaning before and after each visit.
<p>2. Personal Care Service Providers</p>	<p>Personal Care Service Providers who are visiting or work in the residence are permitted to provide services in alignment with provincial requirements if they pass active screening and demonstrate a negative antigen POCT at the frequency outlined in section <i>Asymptomatic Testing</i>, which is prior to entering the residence.</p> <p>When providing services, Personal Care Service Providers must:</p> <ul style="list-style-type: none"> • Follow required public health and IPAC measures for Personal Care Service Providers and those of the residence; • Wear at minimum a medical mask for the duration of their time to the home and eye protection when providing a service; • Only provide services to residents who are wearing at minimum a medical mask, except for where this is not tolerated by residents, or in the case of dental procedures; • Not provide services that require removal of masks, except dental procedures; • Practice hand hygiene and conduct environmental cleaning after each appointment; and • Document all residents served and maintain this list for at least 30 days to support contact tracing.

Screening Visitors for COVID-19

There are three layers of screening to prevent and manage outbreak: Active Screening, Asymptomatic Testing, and Safety Review (for proper use of PPE).

1. Active Screening

- a) All Visitors, regardless of their vaccination status, will be actively screened and is recommended that they demonstrate a negative antigen POCT result to be permitted entry, **including for outdoor visits** (see [MOH ScreeningTool](#) for minimum active screening requirements and exemptions) (See **Appendix D**).
Screening will take place if the visit is indoors or outdoors at the screening station/check-in area, at the front entrance.
Any visitor who fails active screening will not be allowed to enter the residence, will be advised to go home immediately to isolate, and will be encouraged to be tested.
- b) Visitors who do not pass screening will not be permitted access, unless:
 - a. It cannot be assured that resident care can be maintained if the visitor's entry were refused, assessed on a case-by-case basis by the residence. Management will discuss the risks associated with the visit and discuss alternatives before proceeding with the visit.
 - b. Exemptions to active screening apply to: First responders, visitors for imminently palliative residents, and individuals with post-vaccination symptoms, who are not required to pass screening but must remain masked and maintain physical distance from other residents and staff. **Exception does not apply to visitors for imminently palliative residents who failed screening due to federal quarantine requirements.**
- c) Visitor entry and screening results (including verbal Safety Review) will be documented and retained for at least 30 days to support contact tracing. (See **Appendix D**).

2. Asymptomatic Testing

Asymptomatic testing using antigen point-of-care testing (POCT) may be conducted for staff, students, contractors, volunteers, and visitors:

- a. A staff member, contractor, student, volunteer or Essential Caregiver who **has provided proof of full vaccination** must submit to regular antigen POCT for COVID-19 and demonstrate a negative result at minimum twice every seven days
- b. A staff member, contractor, student, volunteer or Essential Caregiver who has **not provided proof of full vaccination** OR is a Support Worker, Personal Care Service Provider or a General Visitor, **regardless of vaccination status** must submit to regular antigen POCT for COVID-19, and demonstrate a negative result, prior to entry. Results are valid for a calendar day.
- c. Any individual per above with confirmed COVID-19 on a molecular or rapid antigen test may resume asymptomatic screening testing after 30 days from their COVID-19 infection (based on the date of their symptom onset or specimen collection). If there is uncertainty whether the individual is infected with COVID-19 (e.g., individual is asymptomatic and a COVID-19 PCR test result demonstrated a high cycle threshold indicative of a low viral load), that individual may resume asymptomatic screen testing.
- d. Staff, students, contractors, volunteers, students and visitors who **receive a positive test result** in the retirement home must leave the facility immediately and be directed to isolate at their own home, as per Directive #3. They may not be permitted to return to the home for **10 days**. The exception is staff who may be required to return to work early during a critical staffing shortage (Test to Work).

3. **Safety Review - All Visitors, Volunteers, Staff, Contractors and Care Service Providers**
 - i. Visitor screeners will review the homes COVID Safety Review with visitors, and at least once every month thereafter,
 - ii. Visitors will be offered access to the following documents:
 - The residence's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - iii. Watched/Re-watched the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and
 - [How to Hand Wash](#).

Personal Protective Equipment

Visitors must wear PPE as required in Directive #3, which requires the residence to follow Directive #5:

1. **Visitors**
 - a) Support Workers will be provided or can bring their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3.
 - b) The residence may provide access to PPE for Essential Caregivers if they are unable to acquire PPE independently, including to medical (surgical/procedure) masks, eye protection (e.g., face shields or goggles) and any additional PPE when providing care to residents who are isolating on Droplet and Contact Precautions.
 - c) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must follow staff reminders and coaching on proper use of PPE.
 - d) Essential Visitors must wear a medical mask for the entire duration of their shift/visit, both indoors and outdoors, and eye protection when providing care to residents with suspect/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area, regardless of their COVID-19 vaccination status.

Social Gatherings and Organized Events

1. General Visitors (including facilitators), Essential Visitors, and staff may attend social gatherings and organized events if they pass active screening and demonstrate a negative antigen POCT.
2. The following measures are required of visitors for higher risk social activities (e.g., singing, dancing):
 - Essential visitors and General Visitors must wear eye protection, in addition to a medical mask.
3. The following measures are required of visitors for all other social activities:
 - Essential Visitors and General Visitors must wear eye protection, in addition to a medical mask.
 - Staff and Essential Visitors and General Visitors should physically distance (2 metres separation) from residents and other staff unless providing direct care or support to a resident.

Communal Dining

1. Essential Caregivers and visitors may join a resident during mealtime but must schedule in advance.

Retirement Home Tour Requirements

1. Prospective residents may be offered in-person, targeted tours of empty suites. These tours must adhere to all public health measures and the following precautions:

- All tour participants are subject to the General Visitor screening, and PPE requirements outlined in this policy (e.g., active screening, wearing at minimum a medical mask (e.g. respirators are allowed), IPAC, maintaining social distance. RAT testing not required.
 - The tour route must be restricted in a manner that avoids contact with residents and staff.
2. The tour group **should not exceed the number of permitted indoor visitors.**
 3. All in-person tours may be paused if the residence goes into outbreak, **unless permitted by the local PHU.**

Discontinuation of Visits/Refusal of Entry

1. All visitors to the residence are expected to comply with the visiting policy. Failure to comply with the residence’s visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/Designate.

Non-compliance will be addressed immediately and residents/visitors notified through verbal warning (documented) and if continues will be notified in writing and more education provided; then escalated if continual non-compliance; the visitor will be told to leave by management and the incident documented. The visitor will be permitted to visit again but if non compliance continues to be an issue visitor will be asked to discontinue visits until able to comply. Resident POA will be notified if applicable.

Complaints Process

Should a visitor have a complaint about the administration of the residence’s visiting policy, they may contact [e.g., the General Manager by phone at 519-354-2273 xt. 2 or email kjohnston@edenvilla.ca and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with the residence’s management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email (info@rhra.ca) and/or phone (1-855-275-7472).

Accessibility Considerations

The residence is required to meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005.

Appendix:

- Appendix A - Information Package for Visitors
- Appendix B - Sample Signage for Visitors
- Appendix C - Sample Visiting Schedule
- Appendix D - Visitor Screening
- Appendix G – MSAA Visitor Signage

*[Note: Refer to ORCA’s **Sample COVID-19 Policy for Requirements for Social Activities** and ORCA’s **Sample Protocols for Resident Absences for Requirements for Absences** per the MSAA Retirement Home COVID-19 Visiting Policy]*

Appendix A – Information Package for Visitors

Note Visitor Requirements Identified Herein:

As part of the residence’s policy on visits during COVID-19, all residents, families, visitors and staff will be provided with this information package, including education on all required protocols.

Compliance with Policy

All visitors may have access to the Information Package for Visitors prior to their visit to help comply with visiting procedures. All visitors must agree to abide by the health and safety practices outlined in Eden Villa’s Visitor policy as a condition of entry into the residence. Public health measures, as well as all applicable laws, must be practiced at all times regardless of **whether or not** an individual has **received a COVID-19 vaccine.**

Failure to comply with the residence’s visiting policies may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/ Designate.

Non-compliance will be addressed immediately and residents/visitors notified through verbal warning (documented) and if continues will be notified in writing and more education provided; then escalated if continual non-compliance; the visitor will be told to leave by management and the incident documented. The visitor will be permitted to visit again but if non compliance continues to be an issue visitor will be asked to discontinue visits until able to comply. Resident POA will be notified if applicable.

Vaccination and Proof of Identification

Visitors may be asked to provide proof of COVID-19 vaccination. Additional requirements are set out in the home’s policy for all visitors:

- a) All visitors may be permitted if they pass active screening requirements upon entry to the home, including demonstrating a negative antigen POCT result prior to entry. ALL visitors must follow these additional requirements:
 - ii. Wear at minimum a medical mask for indoor visits and a medical or non-medical mask for outdoor visits (Note: Children 2 years and under are exempt from masking and wearing eye protection);
 - iii. Wear appropriate eye protection (e.g., goggles or face shield) when providing direct care to residents and when they are within two meters of the residents in an outbreak area;
 - iv. Limit visits with residents who are not isolating to designated areas that are subject to regular environmental cleaning;
 - v. Must maintain physical distancing (a minimum of 2 metres) from residents for the duration of the visit except for a brief hug.

Limiting Movement in the Residence

All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All Visitors, regardless of their vaccination status, will be actively screened and will be asked to demonstrate a negative antigen POCT result at the beginning of their visit to be permitted entry. Visitors will not be permitted access if they do not pass screening, unless an exemption applies as noted in this policy (e.g., first responders, visitors for palliative end-of-life residents, if resident care cannot be maintained as assessed by the residence).

The number of visitors per resident are set out in the residence's visiting policy. The local public health unit (PHU) may advise further restrictions on visitors in part or all of the residence depending on the specific situation. Visitors must abide by any restrictions imposed by a PHU, which override any requirements or permissions in this policy if there is a conflict.

Residents who are isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

Complaints Process

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact [e.g., the General Manager by phone at 519-354-2273 xt. 2 or email kjohnston@edenvilla.ca and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with the residence's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email (info@rhra.ca) and/or phone (1-855-275-7472).

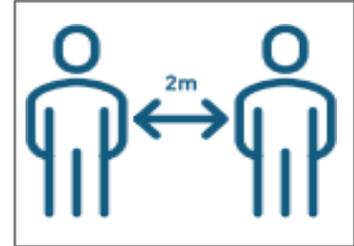
A copy of Eden Villa's Visitor Policy is available upon request.

Physical Distancing

Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.

Physical distancing also means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g., older adults and those in poor health)



Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors.

Physical distancing (a minimum of 2 metres or 6 feet) must be practiced at all times by all individuals at all times, except for the purposes of providing direct care to a resident(s) or **brief physical contact (i.e. hugging) which is only permitted with visitors who are fully vaccinated.**

All visitors must comply with the residence's protocols on physical distancing as per the CMOH Directive #3 and Retirement Homes Policy to Implement Directive #3.



Read more about physical distancing [here](#)
(Source: Public Health Ontario)

[If sharing electronically, keep link above. If providing printed copy, include handouts at end of information package – or reference site specific materials]

Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing or sneezing.

Respiratory etiquette must be practiced by all visitors during all visits on the residence property to reduce the risk of COVID-19 transmission.

Following these steps is important:



Read more about respiratory etiquette [here](#) (Source: Public Health Ontario)

Hand Hygiene

Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

- **Handwashing** with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or sanitize your hands at the end of the visit as well.

Follow these steps:

How to wash your hands



Wash hands for at least 15 seconds

Video: [How to Hand Wash](#)

Read more about hand hygiene [here](#)
(Source: Public Health Ontario)

1 <p>Wet hands with warm water.</p>	2 <p>Apply soap.</p>	3 <p>Lather soap and rub hands palm to palm.</p>	4 <p>Rub in between and around fingers.</p>
5 <p>Rub back of each hand with palm of other hand.</p>	6 <p>Rub fingertips of each hand in opposite palm.</p>	7 <p>Rub each thumb clasped in opposite hand.</p>	8 <p>Rinse thoroughly under running water.</p>
9 <p>Pat hands dry with paper towel.</p>	10 <p>Turn off water using paper towel.</p>	11 <p>Your hands are now clean.</p>	

How to use hand sanitizer



Rub hands for at least 15 seconds

1 <p>Apply 1 to 2 pumps of product to palms of dry hands.</p>	2 <p>Rub hands together, palm to palm.</p>	3 <p>Rub in between and around fingers.</p>	4 <p>Rub back of each hand with palm of other hand.</p>
5 <p>Rub fingertips of each hand in opposite palm.</p>	6 <p>Rub each thumb clasped in opposite hand.</p>	7 <p>Rub hands until product is dry. Do not use paper towels.</p>	8 <p>Once dry, your hands are clean.</p>

Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

All visitors must follow the residence's infection and prevention control protocols (IPAC), including proper use of masks.

IPAC practices include:

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Risk Management/Risk Assessment
7. Additional precautions specified to prevent the spread of infection
8. Ongoing education on infection control

Read more about best practices for infection prevention and control [here](#) (Source: Public Health Ontario)

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 2 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



Source: World Health Organization ([Non-Medical Fabric Mask](#)) *Poster modified to 2 metres

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 2 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



Source: World Health Organization ([Medical Mask](#)) *Poster modified to 2 metres

Appendix B – Sample Signage for Visitors

Visits with Your Loved Ones During COVID-19

Expectations for Visits

Staying connected with others and the outdoors is important for everyone's well-being. The residence has established visiting procedures to meet the health and safety needs of residents, staff, and visitors.

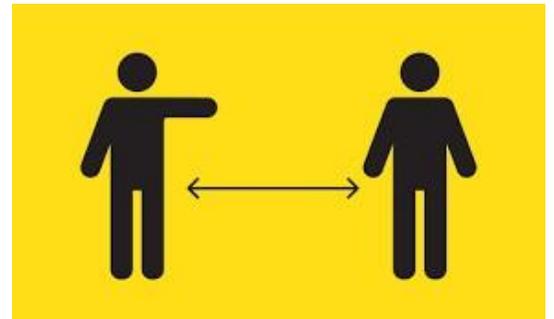
The following requirements must be met for visits to happen, as applicable:

- Visitors must pass the screening process every time they visit and will not be permitted entry, unless an exception applies per the residence's policy
- Visitors must comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
 - Visitors must wash/sanitize hands before and after each visit
 - Visitors must practice physical distancing (2 metres/6 feet apart) as applicable
 - Visitors must wear PPE required by the policy
- Essential Visitors are permitted to visit a resident who is in isolation on additional precautions; or resides in an outbreak area of the home. General Visitors are not permitted during these circumstances.

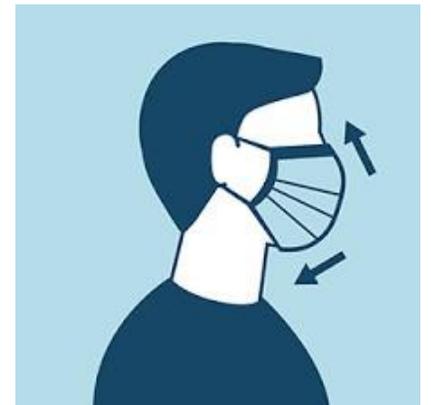
Guidelines for Outdoor Visits

During COVID-19

- Practice physical distancing
- Keep at least 2 metres or 6 feet apart



- Wearing a mask (medical or non-medical) at all times is a **MUST**
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit



Appendix C - Sample Visiting Schedule

Per the Retirement Homes Policy to Implement Directive #3, general visits should be booked in advance.

Name of Residence:		Date:		
Visiting Hours:	From:	To:		
Time	Resident Name Suite #	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident
9:00 – 9:45 am				
Clean and Disinfect				
10:00-10:45 am				
Clean and Disinfect				
11:00 – 11:45 am				
Clean and Disinfect				
12:00-12:45 pm				
Clean and Disinfect				
1:00 – 1:45 pm				
Clean and Disinfect				
2:00 – 2:45 pm				
Clean and Disinfect				
3:00 – 3:45 pm				
Clean and Disinfect				
4:00 – 4:45 pm				
Clean and Disinfect				
5:00-5:45 pm				
Clean and Disinfect				
6:00 – 6:45 pm				
Clean and Disinfect				

Appendix D – Visitor Screening

COVID-19 ACTIVE SCREENING TOOL – VISITORS

This tool may be used for all visitors: Essential Visitors (Support Workers and Essential Caregivers), General Visitors and Personal Care Service Providers. Active screening once at the beginning of visit is required, however, first responders must be permitted entry without screening in emergency situations.

Please have the visitor answer the following questions:

1.	Are you currently experiencing one or more of the symptoms below that are new or worsening? Symptoms should not be chronic or related to other known causes or conditions.			
	Do you have one or more of the following symptoms?		Yes	No
	Fever and/or chills - Temperature of 37.8 ^o Celsius/100 ^o Fahrenheit or higher <i>*Temp check required for daily symptom screening of all residents*</i>			
	Cough or barking cough (croup) - Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have			
	Shortness of breath - Not related to asthma or other known causes or conditions you already have			
	Decrease or loss of smell or taste - Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have			
	Muscle aches/joint pain - Unusual, long-lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have) If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select “No.”			
	Fatigue - Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have) If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select “No.”			
	Sore throat - Painful or difficulty swallowing (not related to post-nasal drip, acid reflux, or other known causes or conditions you already have)			
	Runny or stuffy/congested nose - Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have			
	Headache - New, unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have) If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing a headache that only began after vaccination, select “No.”			
	Nausea, vomiting and/or diarrhea - Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have			
2.	In the last 14 days, have you travelled outside of Canada AND are currently required to be in quarantine per the federal quarantine requirements*?	Yes	No	
3.	Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)? This can be because of an outbreak or contact tracing.	Yes	No	
4.	In the last 10 days (regardless of whether you are currently self-isolating or not), have you been identified as a “close contact” of someone (regardless of whether you live with them or not) who has tested positive for COVID-19 or have symptoms	Yes	No	

	<p>consistent with COVID-19?</p> <p>If public health has advised you that you do not need to self-isolate, select “No.”</p> <p>If you tested positive for COVID-19 (on a lab-based PCR test, rapid antigen test, or home-based self-testing kit) within the last 90 days and have already completed your 10-day isolation period, select “No”.</p>		
5.	<p>In the last 10 days, have you received a COVID Alert exposure notification on your cell phone?</p> <p>If you have already gone for a lab-based PCR test and got a negative result, select “No.”</p> <p>If you tested positive for COVID-19 (on a lab-based PCR test, rapid antigen test, or home-based self-testing kit) within the last 90 days and have already completed your 10-day isolation period, select “No”.</p>	Yes	No
6.	<p>In the last 10 days (regardless of whether you are currently self-isolating or not), have you tested positive including on a rapid antigen test or a home-based self-testing kit?</p> <p>If you have since tested negative on a lab-based PCR test, select “No.”</p>	Yes	No
7.	<p>Do any of the following apply:</p> <ul style="list-style-type: none"> You live with someone who is currently isolating because of a positive COVID-19 test. You live with someone who is currently isolating because of COVID-19 symptoms You live with someone who is waiting for COVID-19 test results <p>If public health or the RH has advised you that you do not need to self-isolate or that you are allowed to work in self-isolation (e.g., test-to-work), select “No.”</p> <p>If the individual experiencing symptoms received a COVID-19 and/or flu vaccine in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain that only began after vaccination, select “No”.</p> <p>If you tested positive for COVID-19 (on a lab-based PCR test, rapid antigen test, or home-based self-testing kit) within the last 90 days and have already completed your 10-day isolation period, select “No”.</p>	Yes	No
8.	<p>In the last 14 days, has someone in your household (someone you live with) travelled outside of Canada AND is currently required to be in quarantine (as per the federal quarantine requirements)?</p>	Yes	No
9.	<p>Do you agree to abide by the health and safety practices contained in Directive #3 and the Retirement Homes Policy to Implement Directive #3?</p>	Yes	No
10.	<p>Negative antigen POCT result demonstrated, as applicable?</p>	Yes	No
	<p><i>Proceed to Safety Review as applicable.</i></p>		

Screening Passed (P):

If the individual answers **NO to #1-8, YES to #9, and demonstrates a negative antigen POCT result**, they have passed the screening and can enter the home*.

*At the frequency outlined in the CMOH Letter of Instructions and section *Asymptomatic Testing*, the visitor may be required to demonstrate a negative antigen POCT result to visit.

A Safety Review must also be completed as applicable (See “SAMPLE COVID-19 SAFETY REVIEW – VISITORS”)

The visitor must follow all public health measures in the home, including hand hygiene, physical distancing and wearing appropriate PPE/masking, as required, and be told to self-monitor while in the home and report any symptoms immediately.

Screening Failed (F):

- A. If the individual answers **YES to any question #1-8**, they have not passed the screening and should not be permitted entry unless they are visiting an imminently palliative resident (exception does not apply if they failed screening due to federal quarantine requirements).
They should be told to go or stay at home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get medical advice or an assessment, including if they need a COVID-19 test.
- B. If the individual answers **YES to #7**, they must be advised to stay home and self-isolate, along with the rest of the household.
- C. If the individual answers **YES to #8** because a member of their household (someone they live with) has recently traveled outside of Canada and **has** been [instructed to quarantine](#), they should not be permitted entry into the home until the traveler has completed their required quarantine period.
- D. If the individual answers **NO to #9**, report to management to address *[include site specific procedures]*.
- E. If the individual does not demonstrate a negative antigen POCT result, they may have failed screening as applicable. Visitors who receive a positive test result in the retirement home must leave the facility immediately and be directed to self-isolate at their own home, as per Directive #3. They may not be permitted to return to the home for **10 days**.
- F. **Exceptions to not passing screening:**
 - First responders – must be permitted entry without screening in emergency situations
 - Visitors for imminently palliative residents – must be screened prior to entry, but if they fail screening, they must be permitted entry but the residence will ensure that they wear a medical (surgical/procedural) mask and maintain physical distance from other residents and staff. **This exception does not apply to visitors for imminently palliative residents who failed screening due to federal quarantine requirements.**
 - Entry to be assessed on a case-by-case basis which includes the assurance that resident care can be maintained if entry is refused. *[Include protocol]*

Note: Visitor entry & screening results must be documented and retained for at least 30 days to support contact tracing.

Please refer to the [February 16, 2022 Ministry of Health COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes](#). Refer to the Ministry of Health [COVID-19 Reference Document for Symptoms](#) (January 4, 2022) in adapting your screening tool and keeping it up to date with the latest signs/symptoms.

SAMPLE COVID-19 SAFETY REVIEW – VISITORS

Essential Visitors

A. Residence declared in outbreak:

Prior to visiting any resident for the first time, the Essential Caregiver/Support Worker verbally attests that they have:		
i. Received training* on proper use of PPE (i.e., how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene)	Yes	No

*training provided by residence, or individual directed to Public Health Ontario resources

B. Residence not in outbreak:

Prior to visiting any resident for the first time, and at least once every month thereafter, the Essential Caregiver/Support Worker verbally attests that they have:			
1.	Read/Re-Read the following documents:		
	I. The home's visitor policy	Yes	No
	II. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	I. Putting on Full Personal Protective Equipment	Yes	No
	II. Taking off Full Personal Protective Equipment	Yes	No
	III. How to Hand Wash	Yes	No

Fully Vaccinated General Visitors and Personal Care Service Providers

Prior to visiting any resident for the first time, and at least once every month thereafter, the General Visitor/Personal Care Service Provider verbally attests that they have:			
1.	Read/Re-Read the following documents:		
	III. The home's visitor policy	Yes	No
	IV. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	IV. Putting on Full Personal Protective Equipment	Yes	No
	V. Taking off Full Personal Protective Equipment	Yes	No
	VI. How to Hand Wash	Yes	No

General Visitors and Personal Care Service Providers who are not fully vaccinated or do not provide proof of identification and full COVID-19 vaccination:

Must attest to completing the Safety Review each time they enter the home.			
1.	Read/Re-Read the following documents:		
	V. The home's visitor policy	Yes	No
	VI. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	VII. Putting on Full Personal Protective Equipment	Yes	No
	VIII. Taking off Full Personal Protective Equipment	Yes	No
	IX. How to Hand Wash	Yes	No

Visitor Screening Tracker

Staff/Contractor Screening Tracker – All persons entering must abide by Directive #3 – copy can be provided at the office if requested

****Screener must wear a minimum PPE of face mask and face shield.

Date (m/d/y)	Time of entry/ exit	Visitor/Resident Name <u>In full</u>	Resident	Essential Care	General Visitor	Phone #	Temp	Attested to no typical/ atypical symptoms	Proof of double vaccination Yes/No	Proof of negative rapid test Yes/No	Date and Time of test	Test 1 or 2	Pass or Fail	Initials of staff conducting	Time of Re Entry (Resident only)	Temp	Initials of staff conducting screening
			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>												
10/12/2021	0830	Kelly Johnston	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	519-123-4567	36.0	Y	Y	Y			P	JMc			

Appendix G – MSAA Visitor Signage

All signs can be downloaded and printed here:

<https://www.orcaretirement.com/wp-content/uploads/RetirementHomes-Visitors Posters-EN-FINAL-july172020-FINAL-ua.pdf>

Compassionate Care
Visits During COVID-19

This retirement home is currently experiencing an outbreak of COVID-19.

If you are an essential visitor, you may still be allowed visit the home. You will have to be screened every time you are on the premises and before entry. Essential visitors include those performing essential support services (e.g., food delivery, inspector, maintenance, or health care services, such as mobile X-ray or foot care) or a person visiting a very ill or palliative resident.



For everyone's protection, you must wear a mask or face covering for all outside visits. You must wear a surgical mask for all inside visits. You are required to bring your own face covering or surgical mask. You must wear it at all times.



Please maintain physical distancing, where possible.

Our staff may advise you of additional requirements. You must follow their directions – for the safety of residents, staff, and you.

Visit ontario.ca/coronavirus

Welcome to our home.

Our retirement home is currently free from COVID-19.

Before you can visit, you must answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, we may be forced to discontinue future visits.

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

Wear a mask. Bring your own cloth mask or face covering for outdoor visits. You are also required to bring your own surgical mask for indoor visits. **You must 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 and please note that washrooms will not be available to guests during these visits.

Maintain physical distance. For everyone's safety, please avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.

Clean your hands (again). Before you leave, clean your hands thoroughly using hand sanitizer. If you're wearing a surgical mask please dispose of it in the receptacle provided.

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 our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.



Visit ontario.ca/coronavirus

Welcoming Visitors to Your Home During COVID-19

For visits to resume, your home must first meet ALL of the requirements on this checklist.

- Your home is NOT currently in outbreak
- You have a process for communicating with residents, families and staff about visits and associated procedures
- You have information for every visitor that provides clear directions on safety precautions, including:
 - Physical distancing
 - Respiratory etiquette
 - Hand hygiene
 - Infection prevention and control practices (IPAC)
 - Proper use of personal protective equipment (PPE), and
 - Limiting movement around the home
- You are responsible for ensuring visitors comply, and for establishing an approach to dealing with non-adherence to your home policies and procedures, including the discontinuation of visits.
- Your staff must administer an active screening questionnaire to all visitors and take their temperature. As part of this screening, visitors must attest that they:
 - Do not have symptoms (either typical or atypical) of COVID-19
 - Have not been exposed to COVID-19
- You have prepared a designated, outdoor visiting area that supports physical distancing.
- Visitors visiting residents must wear a face mask or cloth mask if visiting outdoors, or a surgical mask if visiting indoors. They are required to bring their own masks and homes are not required to provide them.
- You have protocols in place to maintain the highest of Infection Prevention and Control standards before, during and after visits.



Visit ontario.ca/coronavirus

Welcome to our home.

Our retirement home is currently free from COVID-19.

Before you visit, you must answer a series of screening questions. For the safety of our residents and staff, please follow the directions during your visit today. If at any time a guest fails to follow these rules, we may be forced to discontinue future visits.



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



Wear a mask. Bring your own cloth mask or face covering for outdoor visits. You are also required to bring your own surgical mask for indoor visits. **You must 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. Please note that washrooms will not be available to guests during these visits.



Maintain physical distance. For everyone's safety, please avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.



Clean your hands (again). Before you leave, clean your hands thoroughly using hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

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 our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.



Visit ontario.ca/coronavirus

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