



## Eden Villa Retirement & Assisted Living

### COVID-19 Visitor Policy

#### Policy:

Eden Villa Retirement and Assisted Living 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.

On June 10, 2022 the Chief Medical Officer of Health (CMOH) released a memorandum to the Retirement Homes Regulatory Authority (RHRA) directing retirement homes to implement the policies, procedures and preventative measures in the Ministry of Health's COVID-19 Guidance: Long-Term Care Homes and Retirement Homes, and Congregate Living Settings for Public Health Units to reduce the risk of COVID-19 among residents. While the title of this document has been amended to Ministry of Health's COVID-19 Guidance: Long-Term Care Homes, Retirement Homes, and Other Congregate Living Settings for Public Health Units (MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs), it continues to be enforceable based on the CMOH memorandum to RHRA. As stated in the memorandum, it constitutes guidance, advice, or recommendations given to retirement homes by the CMOH, which the licensee of a retirement home shall ensure are followed in the retirement home in accordance with clause 27(5) (0.a) of O. Reg. 166/11 under the Retirement Homes Act, 2010.

Where noted in this policy, "up to date", as it relates to COVID-19 vaccination, means a person has received all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible. Refer to Ministry of Health's [Staying Up to Date with COVID-19 Vaccines: Recommended Doses](#)

#### Requirements for Home Visits

Eden Villa responsible for ensuring that residents receive visitors safely by implementing visiting procedures that help to protect against the risk of COVID-19.

Eden Villa will implement and ensure ongoing compliance with the IPAC measures set out in the [MSAA COVID-19 Guidance Document for Retirement Homes in Ontario](#). Eden Villa will also ensure that all staff, students, volunteers, visitors, and residents abide by the health and safety practices in MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs and this guidance.

Eden Villa will facilitate visits for residents and must not unreasonably deny visitors.

Note: Eden Villa required to adhere to any 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.



Eden Villa The must maintain the following minimum requirements:

1. Procedures for visits, including, but not limited to, IPAC and any setting-specific policies.
2. Communication of clear visiting procedures with residents, families, visitors, and staff, including sharing an information package with visitors with:
  - This guidance, the CMOH memo to RHRA and the MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs (e.g., a digital link, or a copy upon request);
  - Details regarding IPAC and masking; and
3. • Information about how to escalate concerns about homes to the RHRA via the RHRA email address and/or phone number.
4. A process for complaints about the administration of visiting procedures and a timely process for resolving complaints.
5. Protocols to maintain best practices for IPAC measures prior to, during and after visits.

### Types of Visitors and Access to Homes

There are three categories of visitor:

1. 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).

Essential Caregivers (i.e. family members, a privately hired caregiver, paid companions, and translators) who 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 must be designated by the resident or if the resident is unable to do so, the resident's substitute decision maker.

External Care Providers (ECPs) are employees, staff or contractors of Home and Community Care Support Services (HCCSS) (formerly Local Health Integration Networks (LHINs)) and provide services to residents. They are also considered Essential Visitors to retirement homes and must comply with applicable requirements under MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs and this guidance.

Important Note: Essential Visitors are the only type of visitor permitted while a resident is isolating under Droplet and Contact Precautions.

2. General Visitors: are individuals who are not Essential Visitors and visit:

1. For social reasons (e.g., family members and friends of resident);
2. To provide non-essential services (may or may not be hired by the home or the resident and/or their substitute decision-maker); and/or as a prospective resident taking a tour of the home.

General Visitors should avoid entering the home for 10 days after COVID-19 symptom onset, if possible. If the visit is essential to the resident's mental/physical well-being, the visitors may come into the home, wearing a mask at all times.

Personal Care Service Providers: a Personal Care Service Provider is a person who is not an Essential Visitor and visits to provide non-essential personal services to residents. Personal Care Services include those outlined under the Health Protection and Promotion Act, such as hair salons and barbershops,



manicure and pedicure salons, and aesthetician services that are not being provided for medical or essential reasons.

When providing services, Personal Care Service Providers must:

- Follow required public health and IPAC measures for retirement homes;
- Follow the masking requirements outlined in Section 3.2.3; and
- Practice hand hygiene

When a resident is isolating and not permitted General Visitors, Eden Villa will provide supports for their physical and mental well-being to mitigate any potential negative effects of isolation. This includes individualized mental and physical stimulation that meet the abilities of the individual.

Local PHUs may require restrictions on visitors in part or all of the residence, depending on the specific situation. Eden Villa and visitors will abide by any restrictions imposed by a PHU, which override any requirements or permissions in this policy if there is a conflict, in accordance with the Health Protection and Promotion Act.

### Screening Visitors for COVID-19

Passive screening is required for any individual entering the residence. Passive screening means that those entering the setting review screening questions themselves, and there is no verification or attestation of screening required by staff (e.g., signage at entrances as a visual reminder not to enter if symptomatic).

Please notify staff if you are taking a loved one out for any LOAs.

Active screening is not a required by the residence. Active screening means there is some manner of attestation or confirmation of screening. The confirmation or attestation can be in person or through a pre-arrival online screening submission that is verified by staff/visitors prior to entry.

At this time staff will actively screen themselves. No need for temperature checks at this time.

In addition, the following measures should be adhered to:

- The residence should communicate to staff, students and volunteers that they should follow guidance on return-to-work protocol as captured in the Ministry of Health's [Appendix on Diseases caused by a novel coronavirus, including Coronavirus Disease 2018 \(COVID-19\), Severe Acute Respiratory Syndrome \(SARS\) and Middle East Respiratory Syndrome \(MERS\)](#).
- The residence should post signage that lists the signs and symptoms of COVID-19 for self-monitoring and steps that must be taken if COVID-19 is suspected or confirmed.
- The [Ministry of Health's COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes](#) remains available to help facilitate the residence's screening process.

When a visitor tests positive for COVID-19 while they are at the residence or develops symptoms.



They should leave immediately and be directed to self-isolate at their own home until symptoms have been improving for 24 hours (48 hours if gastrointestinal symptoms) and no fever present. For a total of 10 days after the date of specimen collection or symptom onset, whichever is earlier/applicable, visitors should avoid nonessential visits to anyone who is immunocompromised or at higher risk of illness (e.g., seniors) and avoid non-essential visits to highest-risk settings such as hospitals and long-term care homes. Where visits cannot be avoided (e.g., essential caregiver visits), visitors should wear a medical mask, maintain physical distancing, and notify the setting of their recent illness/positive test. If the individual being visited can also wear a mask, it is recommended they do so.

### Personal Protective Equipment Use of Visitors

Visitors must wear PPE as required in MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs.

**Essential Visitors:** Essential Visitors who are health care workers, including Home and Community Care Support Services (HCCSS), are responsible for bringing their own PPE to comply with requirements outlined in MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs. Eden Villa will provide access to PPE to Essential Visitors who are health care workers 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. Eden Villa will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must also follow staff reminders and coaching on proper use of PPE.

**General Visitors and Personal Care Service Providers:** Eden Villa will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors must also follow staff reminders and coaching on proper use of PPE. Staff, students, volunteers, and Essential Visitors who are health care workers should consider masking during direct resident care to protect high-risk vulnerable residents, particularly during prolonged direct close care (within 2m for over 15 minutes).

### Exemptions

Exceptions to the masking requirements include any individual (staff, student, volunteer, visitor, or resident) who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 or the Ontario Human Rights Code. Eden Villa will also have policies for individuals (staff, students, volunteers and Essential Visitors who are health care workers) who have a medical condition that inhibits their ability to wear a mask or are unable to put on or remove their mask without assistance from another person.

### The protocol is as followed:

- Active screening by a trained staff
- Individual must do a risk assessment
- If individual requires assistance to dawn/doff PPE – staff will sanitize hands, assist with application/removal, perform hand hygiene before and after each tasks
- If an employee has a medical condition, they will be asked to provide documentation to support this that will be kept confidential in their file.



- If a visitor is unable to don ppe, as recommended based on risk assessment due to a health condition they must be provided with risks and accept liability if any.

### Masking for Indoors and Outdoors

Masks are required for staff, students, volunteers and Essential Visitors who are health care workers, including HCCSS workers based on a [point-of-care risk assessment](#).

Masks are recommended but not required for staff and Essential Visitors who are not health care workers (e.g., families, friends, and Essential Caregivers who are not health care workers), as well as General Visitors.

### Social Gatherings and Organized Events, Communal Dining and Recreational Services

- Social gatherings, organized events, communal dining and recreational services are permitted at all times unless otherwise advised by the local PHU.
- Participants of social gatherings, organized events, communal dining and recreational services in the retirement home are subject to the masking protocols set out in Section 3.2.3 of this guidance. Frequent hand hygiene is recommended for staff, students, volunteers, residents and visitors participating in communal activities.
- Residents who are in isolation or experiencing signs and symptoms of COVID-19 must not engage in social gatherings, organized events, communal dining, and recreational services until they are no longer experiencing symptoms and have been cleared from isolation. Homes must offer residents in isolation individualized activities and social stimulation.
- During outbreaks, retirement homes must follow the requirements and information related to group activities, dining, and other social gatherings during an outbreak, as set out in [MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs](#).

### Requirements for Social Gatherings, Dining and Recreational Services When the Home is in Outbreak

As per the [MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs](#):

- Group activities and communal dining should be conducted such that the outbreak unit is cohorted separately from unexposed residents and units. At the discretion of the PHU/OMT, group activities and communal dining for cohorts (exposed separated from unexposed) may resume. Wherever possible, continuing group activities for exposed cohorts is recommended to support resident mental health and wellbeing.
- At the discretion of the PHU/OMT, communal dining and group activities may be paused completely in the case of a facility-wide outbreak where transmission is uncontrolled, the rate of increase in cases or severity of illness is significant or unexpected and the benefits of closure of communal activities are deemed to be greater than the harms caused to resident wellbeing. This decision should be revisited as the outbreak progresses.
- At the discretion of Eden Villa, in consultation with the PHU, resumption of day programming may occur during an outbreak. However, all staff and residents who are part of the outbreak should be cohorted so as to be kept separate from participants and staff of day programs.



## Requirement for Home Tours

Individuals touring RHs are considered General Visitors and are to follow General Visitor rules (may be subject to restrictions during outbreaks at the advice of the PHU).

## Complaints Process

If a visitor has a complaint about the administration of the residence's visiting policies, they will be directed to share their complaint by phone or email with Kelly Johnston, General Manager or Anthony Ceccacci, Assistant General Manager. Concerns may be escalated to the RHRA via the RHRA email or phone number. This process is documented in the Information Package for Visitors.

## 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 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. Visitor restrictions were based on the [Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario](#) (June 26, 2023) and the [MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs](#) (June, 2023).

### Compliance with Policy

All visitors should review the Information Package for Visitors prior to their visit and comply with visiting procedures. 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 and/or is up to date with COVID-19 vaccines. 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. [Include protocol for how non-compliance will be handled per policy]



## Limiting Movement in the Residence During Suspected Outbreak and/or Outbreak

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 will be actively screened 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](mailto: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](mailto:info@rhra.ca)) and/or phone (1-855-275-7472).

## 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 should 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:





# COVER YOUR COUGH

Stop the spread of germs that can make you and others sick!

Public Health  
Ontario

Santé  
publique  
Ontario



Cover your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.



Wash hands often with soap and warm water for 15 seconds.

If soap and water are not available, use an alcohol-based hand rub.

For more information contact Public Health Ontario's Infection Prevention and Control Department at [ipac@oahpp.ca](mailto:ipac@oahpp.ca) or visit [www.publichealthontario.ca/en/health-topics/infection-prevention-control/clinical-office-practice](http://www.publichealthontario.ca/en/health-topics/infection-prevention-control/clinical-office-practice).

This is an excerpt from Infection Prevention and Control for Clinical Office Practice.



## Hand Hygiene

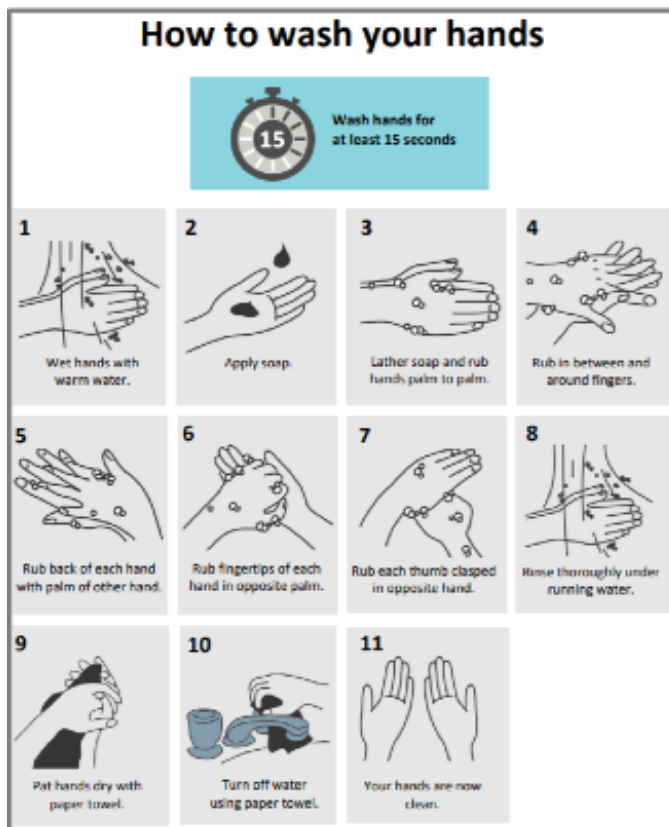
Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. 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.

It is recommended that all visitors 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:



Video: [How to Hand Wash](#)

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



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 - audits will be completed monthly by Registered staff, and the Nursing Management Team
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 - any suspected or confirmed outbreak will immediately be reported to Public Health and a line list will be developed and faxed daily (separate list for resident and staff)
6. Additional precautions specified to prevent the spread of infection - refer to policy re: Additional Precautions
7. Ongoing education on infection control – on hire, annually and in the event of an outbreak or infectious case.
8. Vaccination program

## Use of Personal Protective Equipment (PPE)

### Training

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19. Prior to visiting any resident in a home declared in outbreak for the first time, the residence should provide training to Essential Caregivers and Support Workers who are not trained as part of their service provision or through their employment. Training must address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. If the residence does not provide the training, it must direct Essential Caregivers and Support Workers to appropriate resources from Public Health Ontario to acquire this training.

Essential Visitors:

- Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs.



Eden Villa will provide access to PPE to 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. Homes must intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must also follow staff reminders and coaching on proper use of PPE.

Public Health Ontario:

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

Videos:

[Putting on Full Personal Protective Equipment](#) [Taking off Full Personal Protective Equipment](#) [Taking off Mask and Eye Protection](#)

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

# HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](http://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.



World Health Organization



# HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](http://who.int/epi-win)

## Do's →



## Don'ts →



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.



Source: World Health Organization ([Medical Mask](#)) \*Poster modified to 2 metres Revised: June 2023 © ORCA all rights reserved

## Appendix B – Sample Signage for Visitors

### Expectations for Visits

Staying connected with others and the outdoors is important for everyone's well-being. To ensure the safety of residents and the whole retirement home community, all visitors must adhere to restrictions as per Ontario's Chief Medical Officer of Health MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs (June 2023) and the [Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario](#).

Eden Villa has established visiting procedures to meet the health and safety needs of residents, staff, and visitors. Please refer to the RHRA and other guidance measures for more information on the latest policies related to visiting procedures.

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

- Visitors should pass the passive screening process every time they visit and may not be permitted entry, unless an exception applies per the residence's policy
- Visitors should comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
  - Visitors are recommended to wash/sanitize hands before and after each visit
  - Visitors have the option to wear PPE, if required by the residence.

Essential Visitors are the only type of visitor permitted while a resident is isolating under Droplet and Contact Precautions. General Visitors should avoid entering the home for 10 days after COVID-19 symptom onset, if possible. If the visit is essential to the resident's mental/physical well-being, the visitors may come into the home, wearing a mask at all times.