

COVID-19 Visitor Policy

Policy:

All visitors will be instructed to adhere to the requirements set out in this policy to ensure the health and safety of all residents, staff and visitors, and allow for the continuity of visits that support the mental, physical and spiritual needs of residents for their quality of life while also supporting residents in receiving the care they need and maintaining their emotional well-being.

This policy complies with current ministry requirements per Directive #3 ([July 16, 2021](#)). The rules in this policy are in addition to the requirements established in the Retirement Homes Act, 2010 and its regulation (O. Reg 166/11). Any nonadherence to the rules set out in the visitor policy could be the basis for discontinuation of visits for the non-compliant visitor.

Informed by the ongoing COVID-19 situation in the community and the residence, this policy will be reassessed and revised to allow for increased or decreased precautions as circumstances/directives change, including changes under the provincial [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) (Provincial Framework).

Guiding Principles

There is an ongoing need to protect retirement home residents and staff from the risk of COVID19, particularly as some residents may be more susceptible to severe effects of COVID-19 than the general population.

This visitor policy is guided by the following principles:

- **Safety:** Any approach to visiting in the residence must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.
- **Emotional Well-being:** Allowing visitors is intended to support the 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, consistent with their preferences and within restrictions that safeguard residents, [staff and visitors](#).
- **Flexibility:** The physical/infrastructure characteristics of the home, its staffing availability, whether the home is in outbreak or in an area of widespread transmission, and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies.
- **Autonomy:** Residents have the right to choose their visitors. In addition, residents have the right to designate Caregivers. [If a resident is unable do so](#), substitute decision-maker(s) [may](#) designate Caregivers.

- **Visitor Responsibility:** Visitors have a crucial role to play in reducing risk and infection control 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.

It is with compassion that St Jacobs Place recognizes the need for residents' connection with loved ones, and it is through in-person visits that this can be best achieved. We will take all reasonable steps to help facilitate visits within the parameters of ministry directives. We also recognize the concepts of non-maleficence (i.e. not doing harm), proportionality (i.e., to the level of risk), transparency and reciprocity (i.e., providing resources to those who are disadvantaged by the policy). These concepts will inform the residence's decision making with regards to the scheduling and/or refusal of visits as appropriate.

Requirements for Visits

The residence shall adhere to the requirements in any applicable directives issued by the CMOH and directions from the local public health unit (PHU). This may include direction to take additional measures to restrict access and duration of visits during an outbreak or when the PHU deems necessary under the Provincial Framework.

The following baseline requirements shall be met prior to the home being able to accept any visitors **except where noted in this policy:**

1. The residence must **not** be currently in an outbreak.
2. The residence has developed:
 - a) Procedures for visits including but not limited to infection prevention and control (IPAC), scheduling and any setting-specific policies.
 - b) A process for communicating **visiting** procedures with residents, families and staff, including sharing an **information package** with visitors on IPAC, face covering/masking, physical distancing and other operational procedures such as limiting movement around the residence, if applicable, and ensuring visitors' agreement to comply. Residence materials shall include an approach to dealing with non-adherence to residence policies and procedures, including the discontinuation of visits. **(See Appendix A)**
 - c) Dedicated areas for both indoor and outdoor visits to support physical distancing between residents and visitors.
 - d) Protocols to maintain the highest of IPAC standards prior to, during and after visits.
 - e) A list of visitors available for relevant staff to access.
 - f) Protocols for record keeping of visitations for contact tracing purposes (minimum requirements: name, contact information, date and time of visit, resident visited) **(See Appendix D)**

Factors that will inform decisions about visits in the residence include:

- **Adequate Staffing:** The residence has sufficient staff to implement the protocols related to visitors **and** to ensure safe visiting as determined by the home's leadership.
 - **Access to adequate testing:** The residence has a testing plan in place, based on contingencies and informed by local and provincial health officials, for testing in the event of a suspected outbreak.
 - **Access to adequate Personal Protective Equipment (PPE):** The residence has adequate supplies of relevant PPE.
 - **Infection Prevention and Control (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. If the residence restricts visits based on these factors, it is expected that they communicate that decision to residents and provide the reasons for the decision.
1. Designated Caregivers and any subsequent changes will be documented through *[include procedure for how Caregiver designations will be documented, including any subsequent changes]*. **(See Appendix E)**
 2. Residents/SDMs will be encouraged to change the designation of their Caregiver in limited circumstances, as noted in the above chart, in order to limit infection spread.

Access to Residence

As identified throughout this policy, Essential Visitors are the only type of visitors allowed when a resident is self-isolating or symptomatic, the residence is in an outbreak, or the home **is** located in a public health unit region where there is evidence of increasing/significant community transmission i.e., Orange (Restrict), Red (Control) or Grey (Lockdown) levels in the provincial [COVID-19 Response Framework: Keeping Ontario Safe and Open](#).

Note: Residents who are self-isolating for 14 days under Droplet and Contact Precautions may **only receive Essential Visitors** (e.g., residents may not receive General Visitors or Personal Care Service Providers). However, homes may allow residents who are not self-isolating to receive General Visitors and Personal Care Service Providers, provided the home is **not in an outbreak, or is in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)** (see additional details in "Access to Residence").

1. The types of visitors and number permitted as outlined in the MSAA guidelines are noted below. However, if the residence is in **outbreak or is in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**, the local PHU may also advise **further restrictions on visitors** in part or all of the home, depending on the specific situation, or may recommend **additional outbreak management control measures** which may include **restriction of Essential Visitors**. The home shall abide by any restrictions imposed by a PHU.

1. Essential Visitors <i>Visits for Essential Visitors are permitted as follows, subject as outlined in this to direction policy:</i>		2. General Visitors	3. Personal Care Service Providers (PCSPs)
A. Support Workers	B. Caregivers		
<ul style="list-style-type: none"> Any number of Support Workers brought into the home to support IPAC or Health and Safety reasons are permitted (e.g., deep cleaning or emergency maintenance). Any number of Support Workers who are care providers (e.g., 	<p>A maximum of 2 Caregivers per resident may visit at a time where:</p> <ul style="list-style-type: none"> The home is NOT in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), the home is NOT in an outbreak, and the resident is NOT selfisolating or symptomatic. 	<p>A maximum of 2 General Visitors per resident at a time from the same household may visit that resident provided:</p> <ul style="list-style-type: none"> The resident is NOT selfisolating or symptomatic; The home is NOT in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown); and 	<p>A maximum of 1 PCSP per resident at a time may visit that resident provided:</p> <ul style="list-style-type: none"> The resident is NOT self-isolating or symptomatic; The home is NOT in a PHU under Red (Control) or Grey (Lockdown); and

<p>regulated health care professionals or unregulated care providers) may visit a resident in a home at a time.</p> <ul style="list-style-type: none"> A maximum of 1 Support Worker who is a not a care provider* (i.e. not a regulated health care professional or unregulated care provider) per resident may visit at a time where: <ul style="list-style-type: none"> The home IS in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), the home IS in an 	<p>outbreak, or the resident IS selfisolating or symptomatic.</p> <p><i>*For example, maintenance should only be allowed for emergency maintenance, food delivery should be limited to delivery or drop off, and private housekeepers should be limited to once a week, if possible.</i></p> <p><i>[For greater clarity - for homes in Green and Yellow levels: Any number of support workers may visit a resident in a home.]</i></p>	<p>A maximum of 1 Caregiver per resident may visit at a time* where:</p> <ul style="list-style-type: none"> The home IS in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), the home IS in an outbreak, or the resident IS selfisolating or symptomatic. <p><i>*Note of exception: If 2 Caregivers live together, they may visit a resident at the same time when the home is in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), the home is in an outbreak, or the resident is self-isolating or symptomatic.</i></p>	<p><i>[For greater clarity – for homes in Green and Yellow levels: A maximum of two (2) Caregivers per resident may visit at a time.]</i></p> <ul style="list-style-type: none"> The residence is NOT in an outbreak. General Visitors are not permitted for visits (indoors or outdoors) at homes in an outbreak or in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), and may not visit residents that are selfisolating or symptomatic with COVID-19 symptoms. However, the home shall ensure that residents are able to maintain contact with their love ones.
--	---	--	--

2. As of July 16, 2021, the residence began a careful phased approach to the gradual resumption of visits, beginning with outdoor visits and indoor visits in the resident suites or outdoor property based on the decision to self isolate or not, so long as appropriate physical distancing could be maintained. *Serenity Blenheim has moved into Stage #3 and* Management will review this policy and revise as appropriate based on circumstances in the community and within the residence.
3. Designated indoor and outdoor visiting spaces have been established and will be identified by:
By booking thru phone at 519-676-44894 or by emailing
info@blenheimindependentliving.com
4. For outdoor visits, the visitor may bring an outdoor/lawn chair. In the event of inclement weather for an outdoor visit will require the visit to relocate to resident suite following Visitor procedures. Staff will clean and disinfect the visiting area after each visit.
5. When the residence is not in an outbreak, and in accordance with MSAA policies, the number of visitors per resident, per day, will be determined by the residence in review of community and residence circumstances and as per MSAA guidelines (see chart). The number is established based on suite sizes and social distancing requirements.
Therefore when general visitors are permitted under the [COVID-19 Response Framework: Keeping Ontario Safe and Open](#), two visitors from the same household will be permitted to visit a resident in their suite at one time.
6. The residence will ensure a list of visitors is available for relevant staff to access.
7. All visits will be documented for contact tracing purposes, noting at minimum **the visitors' name, contact information, date and time of visit, and resident visited.** *[Specify protocols for record keeping of visits]. (See Appendix D)*
8. General Visitors must only visit the one resident they are intending to visit, and no other resident.
9. General visits do not need to prearrange visits but will be required to adhere to our homes visiting hours to reduce interactions with other residents.
10. The residence will support and implement all required public health measures as well as infection prevention and control measures as required *[include provisions around the residence's ability to support/implement].*
11. All visitors are required to follow public health measures (e.g., active screening, physical distancing, hand hygiene, masking for source control) for the duration of their visit in the

residence. Visitors must also follow the residence's infection prevention and control practices including respiratory etiquette and proper use of PPE.

12. The highest of IPAC standards will be maintained prior to, during and after visits.
13. All residents and visitors will be provided with this policy and information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit. Additional applicable policies and procedures will also be communicated to residents as appropriate.

Screening

1. **Active Screening occurs at the front door by staff and must be used to enter or exit from your visit. All visitors must:**
 - a) Be actively screened on entry for symptoms and exposure to COVID-19, including temperature checks, and
 - b) Attest to not be experiencing any of the typical and atypical symptoms of COVID-19. Visitors will not be allowed to visit if they do not pass the screening. **(See Appendix D)**
2. **COVID-19 Testing**
All home **and community** care and personal care service providers should:
 - a) Follow any testing guidance for retirement home staff as outlined in the [COVID-19 Testing for Retirement Homes](#). The residence is not required to provide the testing.
3. **Safety Review – Essential Visitors**
Prior to visiting any resident in a home declared in outbreak for the first time after this policy is released, the residence **should provide training** to **Caregivers**, and **Support Workers** who are not trained as part of their service provision or through their employment, that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene. Alternatively, if the home **does not provide the training**, it **must** direct Caregivers and Support Workers to appropriate resources from [Public Health Ontario](#) to acquire this training.
 - a) For homes **not** in outbreak, prior to visiting any resident for the **first time after this policy is released**, and at least once **every month** thereafter, **the home shall ask Caregivers to** verbally attest to the home that they have:
 - The home's visitor policy; and

- Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
- ii. 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](#).
4. **Safety Review - General Visitors and Personal Care Service Providers**
- a) **Prior** to visiting any resident for the **first time after this policy is released, and at least once every month thereafter**, **the home shall ask** General Visitors and Personal Care Service Providers **to** verbally attest to the home that they have:
- i. Read/Re-Read the following documents:
- The home's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
- ii. 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:

a) **Essential Visitors**

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).

There are two categories of Essential Visitors: Support Workers and Essential Caregivers.

b) **General Visitors and Personal Care Service Providers**

- i. General visitors and personal care service providers are responsible for bringing their own face covering/mask for visits as outlined in Directive #3. If the visitor does not bring their own face covering/mask (and the home is not able to provide a surgical/procedure mask if the visit is indoors), they cannot visit. ii. Directive #3 notes that visitors should use a **face covering/mask** if the visit is **outdoors**. If the visit is **indoors**, a **surgical/procedure mask** must be worn at all times.

Discontinuation of Visits

1. **Non-compliance with the residence's policies could result in the discontinuation of visits for the non-compliant visitor.** Visitors will be asked by staff to leave the building and placed on the visitor restriction list. For those visitors that refuse to comply with the request to leave the building local law enforcement shall be contacted. For those visitors that pose a risk of harm to a resident an incident form will be completed and a report made to the RHRA.

See below:

1. immediately following admission and prior to undertaking the scheduled visit, the visitor must use the alcohol-based hand sanitizer provided and wash their hands with soap in the bathroom of the resident's suite;
 - a) A visitor must avoid physical or social contact with any other resident, visitor or staff member. No visits or meetings by visitors with staff or management will be permitted;
 - b) other than the suite of the resident being visited, the only place within the Residence that visitors are permitted to be is in the hallways for the sole purpose of gaining access to and egress to that suite, the visitor must move as expediently as possible through the hallways. The common areas are not to be used for the purpose of visits.
 - c) Due to the limited space available within the Residence compliance with this rule is essential for maintaining adequate physical distancing;
 - d) the Residence alternatively does offer two seating areas on the front porch of the property. All visitor limits continue to apply to this designated area
 - e) the applicable PPE must be worn throughout the duration of the visit. It may only be removed once the visitor has exited the Residence and is unaccompanied by a resident or staff member;
 - f) physical distancing of no less than two (2) metres must be maintained at all times during the visit; and
- g. visitors must make all reasonable efforts to observe the following respiratory etiquette practices when sneezing or coughing:
 - turning the head away from others;
 - maintaining a two (2) metre separation from others;
 - covering the nose and mouth with tissue;

- g) immediate disposal of tissues into waste after use; and • immediate hand hygiene after disposal of tissues.

Retirement Home Tour Requirements

Virtual tours should be implemented as much as possible.

1. If the residence is in a **PHU under Orange (Restrict) or Red (Control)**, prospective residents may be offered **targeted tours of empty suites at the final stage of the home selection process**. General tours of the home, including common areas, should be *virtual*.
2. All **in-person targeted tours** should be **paused** if a home **goes into outbreak or is in a PHU under Grey (Lockdown)**.
3. For in-person tours of retirement homes:
 - The tour group should be limited to the prospective resident or couple plus one other individual (e.g., accompanying family member or close friend).
 - All tour participants are subject to the General Visitor requirements outlined in this document (e.g., active screening, wearing a face covering/mask, IPAC, **maintaining social distance**).
 - The tour route **must** be restricted in a manner that **avoids** contact with residents.
 - Homes should keep the number **and duration** of tours in the home to a minimum.

Accessibility Considerations

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

*[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:

Appendix A - Information Package for Visitors

Appendix B - Sample Signage for Visitors

Appendix C - Sample Visiting Schedule

Appendix D - Visitor Screening

Appendix E – Sample COVID-19 Waiver of Liability, Declaration, & Indemnity Agreement Template

Appendix F – Caregiver Designation Form

Appendix G – MSAA Visitor Signage

References:

Ministry of Health (MOH) Directive #3 – July 16, 2021

[https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPP
A.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPP_A.pdf)

Appendix A – Information Package for Visitors

Note Visitor Requirements Identified Herein:

As part of the residence's policy on visits during COVID-19, all visitors will be provided with the information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit, and all visitors must agree to comply with the home's policy and procedures.

Any non-adherence to the rules set out in the visitor policy could be the basis for discontinuation of visits for the non-compliant visitor.

Discontinuation of Visits

Non-compliance with the residence's policies could result in the discontinuation of visits for the non-compliant visitor. Visitors will be asked by staff to leave the building and placed on the visitor restriction list. For those visitors that refuse to comply with the request to leave the building local law enforcement shall be contacted. For those visitors that pose a risk of harm to a resident an incident form will be completed and a report made to the RHRA.

See below:

1. immediately following admission and prior to undertaking the scheduled visit, the visitor must use the alcohol-based hand sanitizer provided and wash their hands with soap in the bathroom of the resident's suite;
2. A visitor must avoid physical or social contact with any other resident, visitor or staff member. No visits or meetings by visitors with staff or management will be permitted;
3. other than the suite of the resident being visited, the only place within the Residence that visitors are permitted to be is in the hallways for the sole purpose of gaining access to and egress to that suite, the visitor must move as expediently as possible through the hallways. The common areas are not to be used for the purpose of visits. Due to the limited space available within the Residence compliance with this rule is essential for maintaining adequate physical distancing;
4. the Residence alternatively does offer two seating areas on the front porch of the property. All visitor limits continue to apply to this designated area.
5. the applicable PPE must be worn throughout the duration of the visit. It may only be removed once the visitor has exited the Residence and is unaccompanied by a resident or staff member;
6. physical distancing of no less than two (2) metres must be maintained at all times during the visit; and
7. visitors must make all reasonable efforts to observe the following respiratory etiquette practices when sneezing or coughing:
 - turning the head away from others;
 - maintaining a two (2) metre separation from others;

- covering the nose and mouth with tissue;
- immediate disposal of tissues into waste after use; and • immediate hand hygiene after disposal of tissues.

The visitor policy and information package will also be shared with residents to communicate the residence's visitor policy, including the gradual resumption of family visits and the associated procedures.

Limiting Movement in the Residence

Visitor restrictions are based around the provincial [COVID-19 Response Framework:](#)

[Keeping Ontario Safe and Open](#) (Provincial Framework). Homes in Public Health Units (PHU) with evidence of increasing/significant community transmission are those under Orange (Restrict), Red (Control) or Grey (Lockdown).

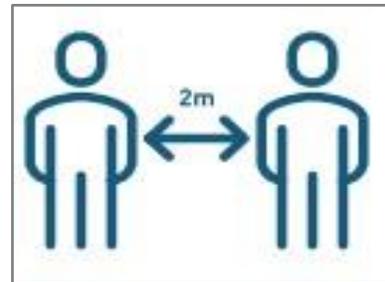
General Visitors must only visit the one resident they are intending to visit, and no other resident. If the visitor wishes to see another resident, they must book another visit.

Residents who are self-isolating for 14 days under Droplet and Contact Precautions may **only receive Essential Visitors** (e.g., residents may not receive General Visitors or Personal Care Service Providers). However, homes may allow residents who are **not self-isolating** to receive General Visitors and Personal Care Service Providers, provided the home is **not in an outbreak**, or is in **a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**.

If the residence is in **outbreak** or is in a **PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**, the local PHU may also advise further restrictions on visitors in part or all of the home, depending on the specific situation. Additionally, the local PHU may recommend **additional outbreak management control measures** which may include **restriction of Essential Visitors**.

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 whenever possible. 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 in order 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)

St Jacobs Place is required to facilitate visits in a manner aligned with physical distancing protocols per the Chief Medical Office of Health (CMOH) Directive #3. Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors.

Physical distancing of 2 metres must be practiced during all non-essential visits on the residence property to reduce the risk of COVID-19 transmission. All visitors must comply with the residence's protocols on physical distancing as per the CMOH 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:

1. Cover your mouth and nose when you cough, sneeze or blow your nose.
2. Put used tissue in the garbage.
3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hand.
4. Clean your hands with soap and water or hand sanitizer.

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. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using an alcohol-based hand rub or soap and running water.

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.**

Prior to beginning each visit with a resident, all visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

A. Handwashing

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.

Follow these steps for hand washing: (hand wash for at least 15 seconds)

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub between fingers, back of hands, fingertips, under nails.
4. Rinse thoroughly under running water.
5. Dry hands well with paper towel.
6. Turn taps off with paper towel.

Video: [How to Hand Wash](#)



B. Hand Sanitizing

Hand sanitizers are very useful when soap and water are not available. When your hands are not visibly dirty, then a 70-90% alcohol-based hand sanitizer/rub should be used. It has been shown to be more effective than washing with soap (even using an antimicrobial soap) and water when hands are *not* visibly soiled.

Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

It is important when using an alcohol-based hand sanitizer to apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry.

Follow these steps for sanitizing your hands: (rub hands for at least 15 seconds)

1. Apply 1-2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm, between and around fingers, back of hands, fingertips, under nails.
3. Rub hands until product is dry. Do not use paper towels.
4. Once dry, your hands are clean.



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

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 face coverings/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. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

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

Proper Use of Personal Protective Equipment (PPE) Including Face Coverings/ Masks

PPE is clothing or equipment worn for protection against hazards. Examples of PPE include gloves, gowns, facial protection and/or eye protection. Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19.

All visitors must comply with the residence's IPAC protocols, including wearing a face covering or mask as required, donning and doffing of PPE and following instructions on use provided by the residence.

Essential Visitors:

- Support Workers and Caregivers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. They are encouraged to work with the home to source the appropriate PPE to comply with these requirements, if needed.

Essential Visitors who are:

- Providing direct care to a resident must use a surgical/procedure mask while in the home, including while visiting the resident that does not have, **or is not suspected to have** COVID-19 in their room; and
- In contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5 and Directive #1.

General Visitors and Personal Care Service Providers:

- General Visitors and Personal Care Service Providers are responsible for bringing their own face covering/mask. If visitors do not bring their own face coverings/masks, they cannot visit.
- Visitors should use a **face covering/mask** if the visit is **outdoors**.

- If the visit is **indoors**, a **surgical/procedure mask** must be worn at all times.

Public Health Ontario:

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

Videos:

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.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

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.

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

Appendix B – 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 wellbeing. To ensure the safety of residents and the whole retirement home community, all visitors must adhere to the following restrictions as per Ontario's Chief Medical Officer of Health ([July 16, 2021](#)) (CMOH, Directive #3).

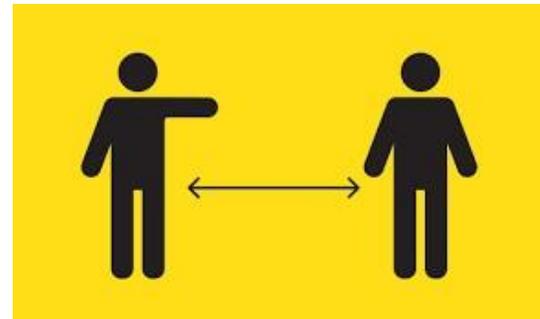
The following requirements must be met for visits to happen, they include:

- There will be a limit of **2** visitors per resident for outdoor visits
- Visits can only be arranged if there is adequate staffing to ensure safe visiting
- Visits can only be arranged if there is adequate testing in the event of a suspected outbreak
- Visits can only be arranged if there is enough staffing support to coordinate and assist residents to/from dedicated visit areas
- Visits can only be arranged if there is enough personal protective equipment (PPE) for staff and residents
- Visits can only be held in dedicated areas identified by the retirement home

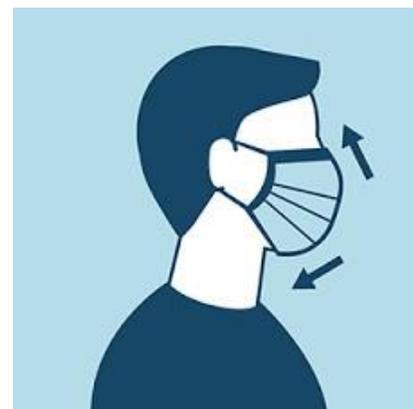
- Visitors must pass the screening process every time they visit and must attest that they are not experiencing any **COVID-19 symptoms**
- Visitors must comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
 - Visitors must bring and wear a face covering/mask at all times
 - Visitors must wash/sanitize hands before and after each visit
 - Visitors must practice physical distancing (2 metres/6 feet apart)
 - No hugging, kissing, hand holding, or shaking hands; this increases the risk for transmission)
 - General visitors cannot visit more than 1 resident at a time
- Essential Visitors are the only type of visitors allowed when a resident is selfisolating or symptomatic, the residence is in an outbreak, or is in a Public Health Unit (PHU) under Orange (Restrict), Red (Control) or Grey (Lockdown) per the [Provincial Framework](#).

Guidelines for Outdoor Visits During COVID- 19

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



- Wearing a face covering/mask at all times is a **MUST**
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit



Appendix D – Visitor Screening

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.

For individuals who are 18 years of age and older:

Do you have one or more of the following symptoms?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Fever and/or chills	Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher
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
Sore throat	Not related to seasonal allergies, acid reflux, or other known causes or conditions you already have
Difficulty swallowing	Painful swallowing not related to 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

Pink eye	Conjunctivitis (not related to reoccurring styes 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	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 vaccine in the last 48 hours and are experiencing a mild headache that only began after vaccination, select “No.”</p>
Digestive issues like nausea/vomiting, diarrhea, stomach pain	Not related to irritable bowel syndrome, menstrual cramps, or other known causes or conditions you already have
Muscle aches/joint pain	<p>Unusual, long-lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 vaccine in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select “No.”</p>
Fatigue	<p>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 vaccine in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select “No.”</p>
Falling down often	For older people

For individuals who are under 18 years of age:

<p>Do you have one or more of the following symptoms?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>Fever and/or chills</p>	<p>Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher</p>
<p>Cough or barking cough (croup)</p>	<p>Continuous, more than usual, making a whistling noise when breathing (not related to asthma, post-infectious reactive airways, or other known causes or conditions you already have)</p>
<p>Shortness of breath</p>	<p>Out of breath, unable to breathe deeply (not related to asthma or other known causes or conditions you already have)</p>
<p>Decrease or loss of smell or taste</p>	<p>Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have</p>
<p>Sore throat or difficulty swallowing</p>	<p>Painful swallowing (not related to seasonal allergies, acid reflux, or other known causes or conditions you already have)</p>
<p>Runny or stuffy/congested nose</p>	<p>Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have</p>

<p>Headache</p>	<p>Unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 vaccine in the last 48 hours and are experiencing a mild headache that only began after vaccination, select “No.”</p>
<p>Nausea, vomiting and/or diarrhea</p>	<p>Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have</p>
<p>Extreme tiredness or muscle aches</p>	<p>Unusual fatigue, lack of energy (not related to depression, insomnia, thyroid dysfunction, sudden injury, or other known causes or conditions you already have)</p> <p>If you received a COVID-19 vaccine in the last 48 hours and are experiencing mild fatigue or muscle aches/joint pain that only began after vaccination, select “No.”</p>

2. 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

3. In the last 10 days, have you tested positive on a rapid antigen test or a homebased self-testing kit?

If you have since tested negative on a lab-based PCR test, select “No.”

Yes No

4. In the last 14 days, have you been identified as a “close contact” of someone who currently has COVID-19?

If you are fully immunized and have not been advised to self-isolate by public health, select “No.”

Yes No

5. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?

If you are fully immunized and/or have already gone for a test and got a negative result, select "No."

Yes No

6. In the last 14 days, have you travelled outside of Canada AND been advised to quarantine per the [federal quarantine requirements](#)?

If you are not fully immunized and you live with someone who travelled outside of Canada, see Note¹ below.

Yes No

7. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

If you are fully immunized, select "No".

If the individual experiencing symptoms received a COVID-19 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".

Yes No

Results of Screening Questions:

- If the individual answers **NO to all questions**, they have passed and can enter the home. They need to wear a mask to enter the home and should be told to self-monitor for symptoms. ○ In addition to following all the home's regular control measures, if the individual is a worker (e.g., staff) has and received a COVID-19 vaccine in the last 48 hours and has mild headache, fatigue, muscle ache and/or joint pain that only began after immunization, and no other symptoms, the worker must wear a medical mask for their entire shift at work even if not otherwise required to do so. Their mask may only be removed to consume food or drink and must remain at least two metres away from others when their mask has been removed. If the symptoms worsen, continue past 48 hours, or if they develop other symptoms, they should leave work immediately to self-isolate and seek COVID-19 testing.

- If the individual answers **YES to ANY question**, they have not passed the screening and should not be permitted entry unless they are a resident.
 - Staff and students: They should inform their manager/immediate supervisor of this result. 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.
 - Visitors: 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, including if they need a COVID-19 test.
 - Residents: They should be placed in a separate room near the entrance to be further assessed by the appropriate LTCH/RH staff.
- If the individual answers **YES to question 7**, they must be advised to stay home until the sick individual gets a negative COVID-19 test result, is cleared by their local public health unit, or is diagnosed with another illness.
- If any of the answers to these screening questions change during the day, the worker should inform their employer of the change, go 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.
- Homes are required to maintain a record of the date/time that workers were in the home and their contact information. This information may be requested by public health for contact tracing. These records should be maintained for a period of at least 30 days.
- Any record created as part of worker screening may only be disclosed as required by law.

Note:

1. Effective July 5, 2021, fully vaccinated Canadians may be exempt from post-travel COVID-19 quarantine restrictions. For those workers who are not fully vaccinated AND either 1) live with an individual who has recently traveled outside of Canada OR 2) live with an individual who is self-isolating due to a high-risk exposure: These workers are permitted to attend work but they are required to stay home except for essential reasons for the duration of the contact's isolation period. Essential reasons include: attending school/child care/work and essential errands such as, obtaining groceries, attending medical appointments or picking up prescriptions.

COVID-19 SAFETY REVIEW – VISITORS

Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter:

Appendix E - COVID-19 Waiver of Liability, Declaration, & Indemnity Agreement Template

[Disclaimer for Members: This template is a sample only . All organizations are strongly encouraged to seek legal advice prior to the implementation of a waiver.

The enforceability of any waiver or declaration depends on the nature of a particular organization's operation, as well as the circumstances regarding how the organization implements the waiver. Legal advice should be sought by the organization in the event that the template requires revisions or additions to reflect the day-today operations. Further, organizations should seek legal advice with respect to implementation, as well as other recommended risk-mitigation protocols.

Organizations must acknowledge that waivers will not prevent lawsuits from being issued against them, but rather can limit liability exposure. Organizations must follow all legislative requirements while respecting resident's rights]

COVID-19 WAIVER OF LIABILITY, DECLARATION, & INDEMNITY AGREEMENT

You are choosing to visit, perform contracted services at, or return to your residence at a senior living and retirement community. You acknowledge and agree that **YOU DO SO AT YOUR OWN RISK**, including the increased risk of contracting or transmitting the COVID-19 virus, or a variant thereof. You understand and acknowledge that COVID19 may be present. Serenity Blenheim is taking prudent steps to implement and enforce appropriate protocols to keep residents and visitors safe, but we cannot assure you that you will not contract or transmit the COVID-19 virus.

By executing this Agreement, you agree that you will conform to any and all directives, recommendations, and protocols implemented by Serenity Blenheim), for the entire duration of your attendance, whether you are a visitor, contractor, or a resident. Visitors and contractors agree that you will not enter Serenity Blenheim under any circumstances if you feel unwell, have a fever, exhibit a cough, are experiencing any other symptoms associated with COVID-19, or have any reason to believe you have been exposed to same. Residents agree that you will notify Serenity Blenheim staff prior to your return if you are experiencing any symptoms of COVID-19, if you have not adhered to COVID-19 safety protocols established by local Government and health authorities in the place you are returning from, and you will adhere to any self-isolation or testing/tracing protocols implemented by Serenity Blenheim staff.

Visitors and contractors further agree that, throughout the duration of your attendance at Serenity

- Blenheim, you will: † Participate in active screening (including a Safety Review as applicable);
† Practice hand hygiene;

- ✦ Wear a mask/face covering at all times, as applicable;
- ✦ Practice physical distancing;
- ✦ Refrain from any close contact with others;
- ✦ Remain in designated visiting areas, as applicable;
- ✦ Inform staff immediately upon experiencing any symptoms related to COVID-19.

In consideration of being allowed to enter, or return to Serenity Blenheim (subject to the guidelines or requirements of the *Ontario Ministry of Health and the Ministry for Seniors and Accessibility*), you ACKNOWLEDGE and AGREE that Serenity Blenheim WILL NOT BE LIABLE TO YOU IN ANY WAY if you contract or transmit COVID-19 as a result of your visit or stay at Serenity Blenheim including any subsequent physical or psychological symptoms that you may experience. Further, if you, your child, another visitor, a resident, or anyone on behalf of same, make(s) a claim against Serenity Blenheim as a result of your contraction or your transmission of COVID-19, YOU WILL INDEMNIFY, SAVE AND HOLD (NAME OF RESIDENCE) HARMLESS from any liability, damage, cost, litigation expense, loss, or fees which Serenity Blenheim may incur as a result of such claim.

By completing and submitting this Agreement, you confirm that you have read and understand it, and that you are aware that you are waiving legal rights against Serenity Blenheim, INCLUDING THE RIGHT TO SUE:

Name / Signature of Visitor or Contractor (circle which one): _____/_____

Name / Signature of Resident(s): _____/_____

Name of Visiting Child/Children (if applicable): _____/_____

Date: _____

AGREEMENT IN FULL FORCE AND EFFECT FOR ENTIRE DURATION OF ATTENDANCE AT Serenity Blenheim

Appendix F- Caregiver Designation Form

Designation of Caregiver(s) Under COVID-19 Visitor Policy

Essential Visitors include a person performing essential support services (e.g., food delivery, inspector, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident.

A **Caregiver** is a type of Essential Visitor who is **designated by the resident or, if the resident is unable to do so, their substitute decision-maker.** Caregivers visit to provide care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of caregivers include family members who provide care, a privately hired caregiver, paid companions, and translators.

A resident may designate an external care provider as a Caregiver even though that individual would also be considered a Support Worker.

A **maximum of 2 Caregivers** may be designated per resident **in writing using this form.** Any subsequent changes will also be documented using this form.

Note: In order to limit infection spread, a resident and/or their SDM should be encouraged to change the designation of their Caregiver in limited circumstances, including in response to:

- A change in the resident's care needs that is reflected in the plan of care; and/or
- A change in the availability of a designated Caregiver, either temporary (e.g., illness) or permanent.

Caregiver Responsibilities:

- All visitors are responsible for adhering to applicable directives including Directive #3, Ministry for Seniors and Accessibility guidelines and St Jacobs Place's visitor policy. Any non-adherence to the rules set out in the visitor policy could be the basis for discontinuation of visits for the noncompliant visitor.
- Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a retirement home is appropriate.

- A maximum of 2 Caregivers per resident may visit at a time where:
- The home is **NOT in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**, the home is **NOT** in an **outbreak**, and the resident is **NOT self-isolating or symptomatic**.

- A maximum of 1 Caregiver per resident may visit at a time where:
- The home **IS in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**, the home **IS** in an **outbreak**, or the resident **IS self-isolating or symptomatic**.
***Note of exception:** If 2 Caregivers live together, they may visit a resident at the same time when the home is in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown), the home is in an outbreak, or the resident is self-isolating or symptomatic.

- Prior to visiting any resident, visitors must follow screening requirements, including active screening, and safety review as applicable (attest to reading/watching applicable materials first time policy released and at least once every month thereafter)

- Caregivers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. If unable to obtain the appropriate PPE, they may be refused entry.

REGISTRATION FORM FOR DESIGNATED CAREGIVER DURING COVID-19 PANDEMIC

As required by The Government of Ontario, all designated caregiver(s) must be registered and complete the required in-house sessions prior to being able to provide care or assistance to a resident at Serenity Blenheim. In-house sessions will be held at Serenity Blenheim for those who choose or have limited access to internet. Please note, those attending the training in person will be screened and will be required to wear a medical grade mask for the duration of the training.

We ask that the resident (or Power of Attorney for Care/Substitute Decision Maker), please complete the form below and submit it in person or to Laila Galve or email at info@blenheimindependentliving.com

Resident's Name:	Resident's Suite Number
Name of POA/Substitute Decision Maker:	Contact Phone Number:

Designated Caregiver Number 1		
Name of Caregiver:		Relationship to Resident:
Address:		City:
Province:	Postal Code:	Contact Number:
Email Address:		Training Date:

Designated Caregiver Number 2		
Name of Caregiver:		Relationship to Resident:
Address:		City:
Province:	Postal Code:	Contact Number:
Email Address:		Training Date:

I, _____, have received all the information and requirements related to Designated Caregiver visitation at Serenity Blenheim. As the Resident/POA/Substitute Decision Maker for the resident listed on the form above, my signature below indicates that I have read and understood all the information and guidelines provided and that I have shared them with the designated caregivers listed above as Number 1 and 2. Additionally, my signature indicates that each designated caregiver agrees to abide the guidelines and failure to follow the guidelines provided and/or amended guidelines could result in the revocation of visitation for one or both designated caregivers and the cancellation of resident visitation, in order to protect and secure the safety of residents, families and staff of Serenity Blenheim.

Name of Resident/POA/Substitute Decision Maker Completing the Form (Please Print):	
Signature:	Date:

*If there are multiple POA's, all must agree and sign this form.

Appendix G – MSAA Visitor Signage

All signs can be downloaded and printed here: https://www.orcaretirement.com/wp-content/uploads/RetirementHomes-Visitors_Posters-EN-FINALjuly172020-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 to 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 this equipment 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

Ontario 

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.**

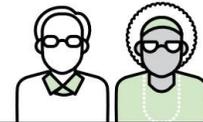
Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that washrooms will not be available to guests during these visits.

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

Ontario 

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

Ontario 

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 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. Please note that washrooms will not be available to guests during these visits.



Maintain physical distance. For everyone's safety, 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 a hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

Visit ontario.ca/coronavirus

Ontario 

Welcome to our home.

Our retirement home is currently free from COVID-19.

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.

