

Appendix A-COVID-19-Managing Visitors			
Types of Visitors			
1. Essential Visitor		2. General Visitor	3. Personal Care Service Provider
A. Support Worker	B. Caregiver		
<p>A support worker is a type of essential visitor who is brought into the home when there are gaps in services to perform essential services for the home or for a resident in the home. Examples of support workers include:</p> <ul style="list-style-type: none"> •Regulated health care professionals under the Regulated Health Professions Act, 1991 (e.g., physicians, nurse practitioners); 	<p>A caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker and visits to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).</p>	<p>A general visitor is a person who is not an essential visitor and visits:</p> <ul style="list-style-type: none"> •To provide non-essential services (may or may not be hired by the home or the resident and/or their substitute decision maker); •For social reasons (e.g., family members or friends); and/or •A prospective resident taking a tour of the home. 	<p>A personal care service provider is a person who is not an essential visitor and visits to provide personal services to residents such as hair dressing and nail care.</p>
<p>Contract workers hired by the home or Home and Community Care services, including home care providers (e.g., nursing care, physiotherapy, occupational therapy, social workers);</p> <ul style="list-style-type: none"> •Maintenance workers; 	<p>A maximum of 2 caregivers may be designated per resident. The designation should be made in writing to the home. Homes should have a procedure for documenting caregiver designations.</p>		

Appendix A-COVID-19-Managing Visitors			
Types of Visitors			
1. Essential Visitor		2. General Visitor	3. Personal Care Service Provider
A. Support Worker	B. Caregiver		
Maintenance workers; •Private housekeepers; and •Food delivery. Support workers do not include retirement home staff or volunteers.	A resident and/or their substitute decision-maker may change the designation in limited circumstances, including 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.		
	Examples of caregivers include family members who provide direct care, a privately hired caregiver, paid companions and translators.		
<p>Note: Designated caregivers will be documented through as referenced in E-ICP3-COVID-19 Indoor Visits-Caregivers and Support Workers (See E-ICP3a-Caragiver Designation Form)</p> <p>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.</p>			