

SUBJECT: COVID-19-Indoor Visits-General Visitors and Personal Care Service Providers	SECTION: Environment-Infection Control-Pandemic
POLICY NO: E-ICP8.2	RHRA-27
EFFECTIVE DATE: July 22, 2021	LAST REVISED DATE: July 19, 2021

Introduction

This policy must be used in conjunction with E-ICP8-Managing Visitors and Visitation. Please refer to E-ICP8A-Types of Visitors-Managing Visitors and Visitation Appendix A for a full description of the types of visitors.

If anything in this policy conflicts with applicable legislation or regulations or any other provincial requirements, those requirements prevail, and retirement homes must follow all applicable provincial legislation, regulations and requirements.

On May 20, 2021, the Ontario government, in consultation with the Chief Medical Officer of Health, announced its Roadmap to Reopen (O. Reg 344/21), a three-step plan to reopen the province and gradually lift public health measures based on the province wide vaccination rate and improvements in key public health and health care indicators.

On July 16, 2021, Ontario entered into Step 3 of the plan.

These requirements are necessary for Indoor visits, following the updates to [Directive # 3](#) and the implementation of the [Retirement Home Policy to Implement Directive # 3](#).

General Visitors

A General Visitor is a person who is not an Essential Visitor and visits:

- For social reasons (e.g. family members and friends of resident);
- 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 are permitted indoors unless a resident is self-isolating and on Droplet and Contact Precautions, or the home is advised by the local PHU to stop general visits (e.g., during an outbreak). General Visitors must pass screening requirements and will be reminded to follow applicable public health measures while visiting the home.

Outdoor visits are encouraged as much as possible, but depending on the residents' needs, this may also mean supporting indoor visits, in-suite visits, and/or social absences.

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All visiting hours will be 8am to 8pm Monday to Friday, and 9am to 7pm Saturday, Sunday and Holidays.

Personal Care Service Providers

A maximum of 1 personal care service provider per resident at a time may visit that resident provided:

- The resident is not self-isolating or symptomatic
- The Residence is not in an outbreak.

Safety Review and Infection Prevention and Control Protocols

1. Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter, verbally attest to the home that they have:
 - a. 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 \(PPE\)](#)
 - a. [Putting on Full Personal Protective Equipment](#)
 - b. [Taking off Full Personal Protective Equipment](#); and
 - c. [How to Hand Wash](#).
2. Watched/Re-Watched the following Public Health Ontario videos:
 - a. [Putting on Full Personal Protective Equipment](#)
 - b. [Taking off Full Personal Protective Equipment](#); and
 - c. [How to Hand Wash](#).
3. The Visitor must comply with the home's infection prevention and control protocols (IPAC) including frequent hand sanitizing using the hand sanitizing stations throughout the Residence, wearing the required PPE, and, physical distancing (2 meters or 6 feet) with the exception of a brief hug.
4. Any non-adherence to these rules could be the basis for discontinuation of visits.

Personal Protective Equipment

Visitors must wear PPE as required in Directive # 3:

- Visitors are responsible for bringing their own medical face covering/mask, if the visitor does not bring their own mask the Residence may be able to supply one.
- Face shields or goggles are no longer required, unless you are unable to wear a mask as outlined in Directive # 3, (see exceptions below).

Exceptions to the masking requirements are as follows:

1. Children who are younger than 2 years of age;
2. Any individual (staff, visitor, or resident) who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005; and/or
3. Any individual (staff, visitor, or resident) who is being reasonably accommodated in accordance with the Human Rights Code.

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If you classify for an exemption # 2 or 3, you will be required to wear a face shield

Procedures:

1. A maximum of 4 Visitors (combination of General Visitor and Essential Visitor) will be permitted per resident in their suite.
2. Visits are permitted at all times during the visiting hours, and are permitted in indoor or outdoor designated areas of the Residence, including in-suite.
3. Visiting hours will be 8am to 8pm Monday to Friday, and 9am to 7pm Saturday, Sunday and Holidays.
4. All visitors will be actively screened at the main entrance of the Residence.
5. All visitors, once passing screening, will enter the Residence, will be asked to use the hand sanitizer and complete the screening questionnaire including;
 - a. Name
 - b. Phone Number
 - c. Who you are visiting with
 - d. Confirm to not experiencing any symptoms, and
 - e. Immunization status (optional)
6. The visitor must only visit the designated area with the designated resident intending to visit, and no other resident or no other area of the residence. (Please do not walk with the resident to the dining room, courtyard or lounges.)
7. Visitors may not to stay for meals.

Should the Residence go into an outbreak or the resident be self-isolating or symptomatic, all visits will be discontinued, except for essential visitors.

Discontinuation of Visits

1. Non-compliance with the Residence's policies could result in the discontinuation of visits for the non-compliant visitor.
2. If required, St. Andrew's staff will remind visitors to follow the physical distancing and proper mask use protocols.
3. If the situations continue, management will be notified to enforce the protocols, and the General Visitor may be asked to leave the premises.

References and Related Policy and Procedures:

1. [E-ICP8-B COVID-19 - Information Package for Visitors](#)

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2. [Ministry of Health \(MOH\) Directive #3](#)

- [Ref. Infection Prevention and Control Section]
- [Ref. E-IC6-Routine Practices]
- [Ref. E-IC7 Additional Precautions]
- [Ref. E-ICP3 COVID-19]
- [Ref. E-ICP4 Outbreak protocol for COVID-19]
- [Ref. E-ICP8-Managing Visits and Visitation]
- [Ref. E-ICP8.1-Outdoor Visits]
- [Ref. E-ICP8.3-Indoor Visits-Designated Caregivers]

Revisions

Date	Revision	Effective
Oct. 14, 2020	Replaces E-ICP9-General Visitors-Managing Visits and Visitation-July 29, 2020	Nov. 2, 2020
Dec. 9, 2020	Added reference to Ontario's COVID-19 Response system.- updated links. Added the ability to have up to 2 visitors per resident at one time.	Dec. 11, 2020
Mar. 31, 2021	Added additional info for COVID-19 Response.	Mar. 31, 2021
June 6, 2021	Added in Introduction that at time of approval, Indoor General Visits are not allowed unless there are special circumstances. Removed all reference to requiring to book a visit in advance.	June 11, 2021
July 19, 2021	Updated the link to the new Retirement Home to Implement Directive # 3 policy. Removed the requirement to have a negative COVID-19 test. General Visits are now allowed indoors in the resident suites only.	July 22, 2021

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