

Guidelines for Visits

Visitors are required to contact the group home at least 1 day in advance to arrange a visit with their loved one. This will help to promote physical distancing between visitors, to prevent multiple visitors arriving at the same time, to ensure staff availability to participate in the visit and to allow staff sufficient time to disinfect the visiting space between visits.

Components of arranging a visit include:

1. Booking an estimated time of arrival, based on the availability provided by the group home.
2. Discussing an estimated duration of visit, not to exceed 30 minutes per visit, ensuring staff availability to support for the entirety
3. Who will be coming for the visit (max. 2 visitors per person-served), and no more than 2 visits per week per person-served.
4. Planning how the visit will occur: location, reminder about requested safety measures, visitor will call 60 – 90 minutes ahead of arrival on the day of the planned visit for screening
5. Confirm that the group home is not currently in outbreak or investigation for COVID-19, otherwise the visit will be postponed or changed to a closed window visit
6. Confirm that if the visitor becomes ill, they should postpone their visit
7. Visitors will be booked with at least 30 min intervals between to allow for enhanced cleaning of the visiting area and to confirm availability of staff accompaniment.

Key Notes

- Outdoor visits are preferred wherever possible as a result of the reduced risk of infection due to continuous exterior air flow
- Outdoor visits are an option for good weather days: if there is a heat or air quality advisory, then the outdoor visit will be postponed
- Each group home will have a designated location for outdoor visiting and for indoor visiting.
 - The locations for this group home are: _____
- Visits can only take place on the property of the group home
- Visitors participating in an indoor visit will have limited access in the home: they will be escorted to the identified visiting area, and all other areas or the home will remain off-limits, including washrooms
- Visits of persons-served to family residential premises (ie. home visits) remain prohibited, unless agency determines it is absolutely vital to maintain the health, wellness and safety, or any applicable legal rights, of a person-served. Upon return from a home visit the person-served must: pass active screening, and isolate from other persons-served for 14 days.

Expectations

- Congregate care settings serving vulnerable individuals are required to take steps to ensure that all parties understand the parameters and protocols that will guide the visit.
- All visitors will sign a waiver with the group home Supervisor, on their first visit, indicating their understanding and promise to adhere to the safety protocols outlined in this guideline
- All visitors will be screened prior to their arrival at the group home for a visit

- Hand hygiene must be performed thoroughly and frequently (Appendix A)
- Respiratory etiquette must be practiced (Appendix B)
- A face covering (such as a fabric mask) must be worn upon arrival, covering both the nose and mouth. Each visitor is responsible for supplying and bringing their own face covering. (Appendix C)
- A physical distance of 2 metres (6 feet) must be maintained for the full duration of the visit between person-served and visitor(s) and staff (Appendix D)
- Only gifts that can be safely disinfected or laundered will be accepted at a visit, and will be disinfected or laundered prior to being given to the person-served
- Should any of these expectations not be strictly adhered to by the visitor(s), visits will be discontinued for a period of no less than 14 days. As well, under Public Health protocols and Ministry guidance, any possible risk of exposure will result in the resident being required to undergo a 14-day preventative isolation period in their group home.

Day of the Visit

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
<p>Before arriving for the visit</p>	<p>The visitor(s) will <u>call 60 – 90 minutes ahead</u> to:</p> <ul style="list-style-type: none"> • Confirm time of arrival • Be actively screened using our Visitor Screening form • Attest that they are not experiencing any typical or atypical symptoms of COVID-19 <p>If the visitor does not pass screening, they will not be allowed to visit</p>	<p>Over the phone, the staff will:</p> <ul style="list-style-type: none"> • Confirm the location is not currently in outbreak or under investigation for COVID-19 • Confirm weather is appropriate for outdoor visit • Screen the visitor(s) using the Visitor Screening form, fill out the form, and retain. Staff will take temp upon arrival and record. • Remind the visitor(s) that they will be required to adhere to safety measures for their visit: wear a face covering, perform hand hygiene, and maintain a 2m distance at all times <p>Staff will also prepare the visiting area:</p> <ul style="list-style-type: none"> • Physical marking of the 2m distance: one space for the client + staff, one space for the visitor(s) • Bring portable hand sanitizer, disinfecting wipes & thermometer • At this home the visiting area includes: <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
Arriving for the visit	<ul style="list-style-type: none"> • Perform hand hygiene • Put on a face covering, ensuring it covers both their nose and mouth • Ring the doorbell of the home to announce their arrival • Staff takes the visitors' temperature and records it on the screening form(s) • Outdoor Visit: Wait at the designated Outdoor Visit area for their loved one to arrive • Indoor Visit: Once pass screening, will be escorted by staff to the indoor visiting area • If it is the first visit, they will be provided a Waiver to sign by the Supervisor 	<ul style="list-style-type: none"> • Alert staff team that visit will be starting and one staff member will be outdoors with the person-served • Staff takes the temperature of the visitor(s) and records it on the screening form(s). Wear eye protection if within 2m of visitor. • Indoor Visit: escort visitor(s) to the visiting area • Person-served is brought to the visiting area by the staff in a way that does not come within 2m of the visitor(s) • Staff continues wearing procedure mask as source protection
During the visit	<ul style="list-style-type: none"> • Remain at the marked 2m distance or further at all times • Wear a face covering over their nose and mouth at all times • Follow hand hygiene and respiratory etiquette measures • The visit will be discontinued if the visitor does not adhere to these guidelines 	<ul style="list-style-type: none"> • Maintain visual contact for the duration of the visit • Monitor the visit for adherence with the visitation guidelines (keep a minimum 2 m physical distance, face covering, hand hygiene) • The visit will be discontinued if the visitor does not adhere to these guidelines
After the visit	<ul style="list-style-type: none"> • Visitors' temperature is taken at the end of the visit and recorded on the screening form(s) • Indoor Visit: Be escorted back outside of the home by staff. Only remove face covering once outside of the home • Outdoor Visit: Only remove face covering once the person-served is inside the home • Carefully store a fabric face covering for future laundering and use; discard a single-use mask • Perform hand hygiene 	<ul style="list-style-type: none"> • Record the visitor's temperature on the screening form. Wear eye protection if within 2m of visitor. • Indoor Visit: Escort visitor(s) out of the home • Outdoor Visit: Person-served is brought back inside by staff, and assisted to perform hand hygiene by staff. • If a piece of Sunbeam-owned furniture or equipment is used by the visitor, it should be disinfected • Document a Visitor note in Nucleus including: name of visitor(s), the date/time, and the name of the staff who supervised the visit

If these safety guidelines are not maintained by the visitor, staff will end the visit and contact their supervisor/on-call supervisor for further direction.

Appendix A: Hand Hygiene

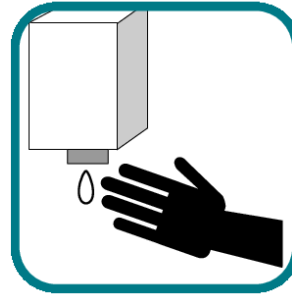
Frequent and thorough hand hygiene practices are essential in the midst of the COVID-19 pandemic. How you wash your hands, protect your hands, and when you sanitize your hands helps protect you, your family, your community and others.

How should I clean my hands?

There are two ways to clean your hands:



OR



1. Wash your hands with soap and water for at least 15 seconds.

2. Sanitize your hands using an alcohol-based hand sanitizer and rub for at least 15 seconds.

See next pages for step by step diagrams from Public Health Ontario.

When should I clean my hands?

Make regular and thorough hand washing part of your daily routine, especially:

- Before eating or handling food
- After using the toilet
- After blowing your nose, coughing or sneezing
- After touching animals or animal waste
- After handling garbage
- After changing a diaper
- Before and after touching a sick or injured person
- Before and after visiting a health care or congregate care setting
- After touching the exterior of your face covering or mask

A communal hand sanitizer will be available at your visit. If using the communal hand sanitizer, you will be asked to help disinfect it after your use with provided cleaning products.

Appendix B: Respiratory Etiquette

Respiratory etiquette, also called respiratory hygiene, is one of the ways to help reduce the spread of COVID-19.

How to Practice Good Respiratory Etiquette

- Turn your head away from others when coughing or sneezing
- Do not use your hands to cover a cough or sneeze
- Cough or sneeze into your sleeve if no tissue is available
- Cover your nose and mouth with a tissue
- If tissues are used, discard immediately into the trash
- After coughing or sneezing, clean your hands with hand sanitizer or soap and water



Appendix C: How to Use a Face Covering

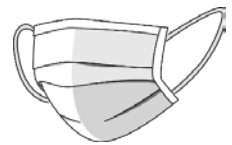
Wearing a face covering, such as a fabric non-medical mask, is required when visiting your loved one for the duration of the visit. You are responsible for bringing your own face covering for the visit.

Putting on a Fabric Mask

- Hand hygiene must be performed before putting on the mask
- Visually inspect the mask to make sure it is intact (no holes, no tears, no stains)
- Avoid touching the inside of the mask
- Depending on the style of mask you have, there may be a few ways to put the mask on:

- Ear Loops:

- Place the mask against your face, with the pleats facing down
- Place the elastic loops around your ears
- Pull the mask to cover both your nose and mouth, and to fit comfortably under your chin



- Ties:

- Place the mask against your face, with the pleats facing down
- Tie the upper set of straps across the middle of your head, with the tie above your ears
- Tie the bottom set of straps across the back of your neck, with the tie below your ears
- Pull the mask to cover both your nose and mouth, and to fit comfortably under your chin



- Perform hand hygiene

Wearing the Mask

- Do not share your mask with anyone
- Minimize unnecessary contact with the surface of the mask
 - Hand hygiene must be performed before and after any adjustments to the mask

Taking off the Mask

- Only remove your mask once the visit is complete
- If the mask needs to be replaced during your visit, move away to at least a 5 metre distance from others
- Remove /replace your mask when:
 - Soiled
 - Damp
 - Becomes hard to breathe through
- Carefully remove ear loops or ties without touching the inside or outside of the mask
- Careful and meticulous hand hygiene must occur after handling the used mask to avoid self-contamination

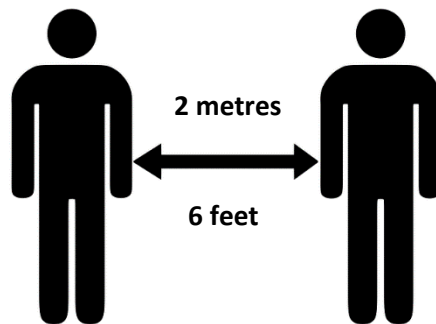


See next pages for a fact sheet from Public Health Ontario: Non-medical Masks and Face Coverings.

Appendix D: Physical Distancing

Physical distancing (also called social distancing) means keeping a distance of at least two metres (6 feet) from others at all times. This is required for all visits.

Physical distancing, when combined with proper hand hygiene and respiratory etiquette, has been shown to limit the spread of COVID-19.



For maintaining the highest levels of safety, visits will not include:

- Physical contact
- Eating or drinking
- Engaging in activities with shared items

