

Family Home Visit Information Package

These visits will be required to follow precise public health measures in order to safeguard the health and safety of all people involved.

Key Notes

- Visits can only take place if the site is not in outbreak or under investigation by Public Health
- No more than two family member visitors will be present during a family home visit per client, and these two people must attest to being part of the same exclusive 'social circle' as per Ontario's public health guidance
- Maximum 2 visits per week per client
- The family member visitor(s) must affirm that they will abide by the following public health and safety measures during the visit:
 - Hand hygiene must be performed frequently and thoroughly by all parties (Appendix A)
 - Respiratory etiquette must be practiced (Appendix B)
 - Family member(s) must wear a face covering or mask for the duration of the visit and during transport to/from the visit if using a family vehicle with the client. (Appendix C)
 - The only exception is if needing to change a mask, or if the wearer is eating/drinking: if the mask is not being worn, then 2m physical distancing is mandatory
 - Physical distancing of 2m should be practiced, when possible
- 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
- Visits that include Sunbeam staff members driving the client to the family home are subject to the availability of staff and applicable vehicle

Booking a Family Home Visit

A family member wishing to book a home visit will arrange so with the Supervisor of the group home with at least 1 day of notice. Upon booking, the family member will also be reminded of the safety measures required for the visit.

Location of Visit at the Family Home

Consider where the visit might best take place at the family home: a shaded back yard, or similar outdoor space on the family home property would be the most preferable as greater airflow and ventilation is optimal (weather permitting). Larger or more open indoor spaces would be a preferred second option.

Day of the Visit

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
<p>Before 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 visit • Be actively screened using our Visitor Screening form • Attest that they are not experiencing any typical or atypical symptoms of COVID-19 • Visitor will prepare the home environment for the visit. See Appendix D. <p>If the visitor does not pass screening, the visit will not continue.</p>	<p>Over the phone, the staff will:</p> <ul style="list-style-type: none"> • Confirm the group home is not currently in outbreak or under investigation for COVID-19 • Screen the visitor(s) using the Visitor Screening form, fill out the form, and retain. Staff will take temperature of visitor 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 and perform hand hygiene frequently • Document an External Communication Note in the client’s file to note that screening has taken place and the results of the screening (pass/did not pass) <p>Staff will also prepare for the visit:</p> <ul style="list-style-type: none"> • A portable hand sanitizer unit will be put on the front porch for the visitor to use before the client is brought outside (if family is picking up the client) • Client will be actively screened using the Person-Served COVID-19 Screening Form • Prepare Social Leave/Med Pass form <p>Staff will also prepare a visiting kit if they will be dropping off the client:</p> <ul style="list-style-type: none"> • Bring portable hand sanitizer, gloves, face shield, disinfecting wipes & thermometer • Bring started Visitor Screening Form • Bring started Social/Leave Med Pass form <p>If the client does not pass screening, the visit will not continue, and staff will inform visitor.</p>
<p>OPTION A: Visitor Picks Up Client</p>	<p>Prior to approaching the door:</p> <ul style="list-style-type: none"> • Put on a face covering (mask), ensuring it covers the nose, mouth and chin 	<ul style="list-style-type: none"> • Staff takes the temperature of the visitor(s) and records it on the screening form(s).

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
Visitor Arriving at the Group Home	<ul style="list-style-type: none"> • Perform hand hygiene <p>After ringing the doorbell:</p> <ul style="list-style-type: none"> • Staff takes the visitor’s temperature and records it on the screening form • Wait 2m from the front door for their loved one to arrive 	<ul style="list-style-type: none"> • Provide copy of Social Leave/Med Pass form • Client is supported to perform hand hygiene and don a mask, if tolerated, before leaving the group home • Person-served is brought out of the group home • Staff to keep 2m distance from visitor when person-served is brought out of the group home • Document A&D note to include results of screening for client (pass/did not pass)
OPTION B: Sunbeam Staff Drops off Client Arriving at the Family Home	<p>Prior to answering the door:</p> <ul style="list-style-type: none"> • Put on a face covering, ensuring it covers the nose, mouth and chin • Perform hand hygiene • Staff takes the visitor’s temperature and records it on the screening form 	<ul style="list-style-type: none"> • Staff will continue with universal masking for transport • Staff member will exit the vehicle, don gloves and face shield • Staff will ring doorbell to announce arrival and bring the visiting kit • Staff takes the temperature of the visitor(s) and records it on the screening form(s). • Person-served is brought out of the vehicle and supported to perform hand hygiene and don a procedure mask, if tolerated before approaching the home • Leave copy of Social Leave/Med Pass form with the family • Document A&D note to include results of screening for client (pass/did not pass)
During the visit	<ul style="list-style-type: none"> • Wear a face covering over the nose, mouth and chin at all times <ul style="list-style-type: none"> ○ The only exception is if needing to change a face covering or if the wearer is eating/drinking: when the face covering is off, then 2m physical distancing is mandatory • Follow hand hygiene and respiratory etiquette measures • The visit will only take place in the family home or outdoor environment of the family home or while in a vehicle 	

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
	<ul style="list-style-type: none"> • Physical contact between client and visitor is discouraged but permitted if vigorous hand hygiene is performed by both client and visitor before and after touch, and limited to contact such as: <ul style="list-style-type: none"> ○ a hug ○ holding a hand ○ an arm around the shoulder ○ sitting next to each other ○ stroking a head/hair. • Food and drink items should not be shared between the visitor and person-served (ie. not take alternating bites of a snack, or not drink out of the same water bottle) <p>Future visits may be discontinued if the visitor does not adhere to these guidelines.</p> <p>If at any point during the visit, either the family member or the person-served starts exhibited signs or symptoms of illness, the visit should end to expedite a health assessment.</p>	
Ending the visit and Returning to the Group Home	<ul style="list-style-type: none"> • If family is dropping off the client back at the group home: <ul style="list-style-type: none"> ○ Call the group home before leaving the family home to provide feedback to group home staff about the visit <p>Upon return to the group home/pick-up of client:</p> <ul style="list-style-type: none"> • Have temperature taken to complete active screening • Return Social Leave/Med Pass form • Only remove face covering (mask) once the person-served is more than 2 metres away • Carefully store a reusable face covering for future cleaning/laundry and use. Discard a single-use mask. • Perform hand hygiene 	<ul style="list-style-type: none"> • Record visitor’s feedback related to the Person-Served COVID-19 Screening Form: Post Visit Checklist in the A&D note <p>Upon return to the group home/pick-up of client:</p> <ul style="list-style-type: none"> • Staff will take temperature of the visitor to complete the Visitor Screening Form • Staff will greet client at the door of the home while wearing mask and eye protection • Prior to entry of the group home, staff will screen the client and complete the Person-Served Visit Screening Form • Perform hand hygiene

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
		<p>If screening is not passed for either the visitor or the client: the client will be isolated from others in the home until further assessment or monitoring can occur with Nurse Manager/Public Health.</p> <p>Staff to wear full PPE (mask, gown, gloves, eye protection) with the client if screening is not passed.</p> <ul style="list-style-type: none"> • If picking up client from the family home, bring spare full PPE along in case it needs to worn for the return drive to the group home
<p>After the visit</p>	<ul style="list-style-type: none"> • Self-monitor for signs and symptoms of COVID-19 • If become ill, report onset of illness to the Supervisor of the group home 	<p>After the client passes return active screening from a day visit:</p> <ul style="list-style-type: none"> • Staff and client will perform hand hygiene • Client will have a shower/bath. New clothes will be worn after the shower/bath. • Client wheelchair will be disinfected (if applicable) • Any other belongings brought to the visit will be disinfected or laundered • If the van was used, follow van cleaning protocols • Document an A&D note in Nucleus including: name of visitor(s), the date/time, length of visit, results of active screening for both client and family (pass/did not pass) upon return and summary of the visit (activities participated in and any other pertinent details shared) <p>For the next 14 days:</p> <ul style="list-style-type: none"> • Enhanced monitoring will occur at the group home for all clients who reside at the group home with at least three times daily vitals checks and monitoring for symptoms of COVID-19 (as opposed to our current twice daily checks + PRN) • Staff will continue with universal masking with procedure masks and self-monitor for any symptoms while at work

Timing	Visitor Responsibilities	Sunbeam Staff Responsibilities
		and at home (with active screening checks at work as per usual practice)

For your information, the following “Post-Visit Checklist” will be completed as part of the Person-Served Visit Screening Form by the group home staff.

Post-Visit Checklist

	Yes	No
Family member(s) attest they performed hand hygiene thoroughly and frequently		
Family member(s) attest they wore a face covering (mask) for the duration of the visit		
The face covering (mask) was worn where it appropriately covered the nose, mouth and chin		
If the face covering (mask) was removed to eat, drink, or to be changed to a new face covering, the family member provided at least 2m distance between themselves and the client		
Respiratory etiquette was performed (if applicable)		
The only people present in the household for the duration of the visit were 1-2 family members + client		
The family member(s) respected physical distancing of 2m between themselves and staff as much as possible		

Appendix A: Hand Hygiene

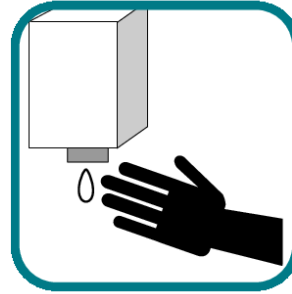
Frequent and thorough hand hygiene practices are essential in the midst of the COVID-19 pandemic. How you wash your hands, protect your hands, and when you sanitize your hands helps protect you, your family, your community and others.

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 *Visitor Education & Information Package* 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 person who lives in a health care or congregate care setting
- Before and after visiting a health care or congregate care setting
- After touching the exterior of your face covering or mask

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



OR



- 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

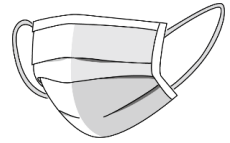


Appendix C: How to Use a Face Covering

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

Putting on a 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 after putting on the mask



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 2 metre distance from others
- Remove and replace your mask when:
 - Soiled, or Damp, or
 - 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 *Visitor Education & Information Package* for fact sheets from Public Health Ontario: Non-medical Masks and Face Coverings.

Appendix D: Enhanced Cleaning & Disinfection

One of the ways we can help protect everyone in any environment is through enhanced cleaning and disinfection practices.

What is the Difference? Cleaning vs Disinfection

Cleaning is using soap and water to remove dirt, debris and other materials from a surface. It lowers the risk of spreading infection.

Disinfecting is using a chemical to kill germs. This is applied after a surface has been cleaned, and further lowers the risk of spreading infection.

- A disinfectant product must have a DIN (Drug Identification Number given by Health Canada to approve its use).



Cleaning & COVID-19

Commonly used cleaners and disinfectants are effective against COVID-19.

Frequently touched surfaces are the most likely areas to be contaminated. This is why Enhanced Cleaning is recommended during the pandemic:

- High Touch surfaces (surfaces that are touched often) should be disinfected twice daily
- Examples of High Touch surfaces include: doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.

In anticipation of a Family Home Visit, we ask that you assess your home environment for what areas are likely to be entered or touched by your loved one and to please clean these areas with disinfectant prior to the visit. If you are driving your loved one to and from the visit, we also ask that you clean and disinfect the vehicle immediately prior to use (disinfecting all interior hard surfaces, and soft surfaces as best possible).

During the visit, please refrain from passing shared items frequently back and forth between you and your loved one unless you are disinfecting those items between each person handling them.

Follow manufacturer directions to allow adequate contact time for the disinfectant to kill germs before wiping it off the surface (look at the product label).

Use Household Chemicals Safely

- Follow the instructions on the label every time you use a household chemical
- Never mix household chemical products together. Some mixtures can produce harmful gases
- Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (ie. wear gloves, use in well-ventilated area, etc)
- Wash your hands with soap and water after using the product

