

Update for Visitors

Resuming Short Stay Absences & Outings

The Ministry of Children, Community & Social Services recently announced the resumption of short-stay absences, outings and community engagement and participation for those living in congregate living settings.

While we take this step forwards to a little bit more of normalcy, it is especially important to maintain our safety measures and protection for the people we serve.

Our Next Steps

At Sunbeam, the following areas are influenced by this update to MCCSS direction:

- Neighbourhood walks
- Community outings / Destination Drives*
- Van rides / Country drives*
- Medical or Therapeutic Appointments
- Family home day visits

*A van ride/country drive is where the client does not leave the vehicle. A community outing or destination drive is where the client drives to a separate location for an activity and may exit the vehicle for the activity.

These changes will take effect **Tuesday September 8, 2020**.

****To note**** If a group home is under active Public Health investigation or in a declared outbreak of COVID-19, then these activities are paused for all who reside at the home.

Please see below for guidelines and expectations of family members for these activities, as well as the accompanying related documents.

Visitors will be asked to read and fill out a one-time *Visitor Waiver Form for Short Stay Absences* with a staff member the first time you participate in a Short Stay Absence. Please see the form for full details.

Should any of these expectations not be strictly adhered to by the visitor(s), visits and short stay absences 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.

Neighbourhood Walks

If a visitor or family member of the person-served will be attending an outdoor stroll, they must:

- Pass active screening
- Wear a face covering at all times (medical or non-medical mask accepted)
 - It must cover both the nose and mouth and fit comfortably under the chin
- Perform hand hygiene thoroughly and frequently
- Practice respiratory etiquette (please cough or sneeze into your arm or a tissue)



Physical distancing of 2m between person-served and family members will not be enforced, though is strongly recommended when possible. If physical distancing is not possible, then the family member and the client must perform vigorous hand hygiene before and after any physical contact.

No more than 2 family members or visitors per visit. All visitors at the visit must be part of the same social circle or social bubble as per Public Health definition.

All visitors will call 60 – 90 minutes ahead to be screened prior to the outdoor stroll. Visitors who do not pass screening will postpone their visit per screening requirements.

Community Outings / Destination Drives

To participate in a community outing or destination drive, visitors or family members have the following options:

1. Staff and person-served and family member
 - Staff brings the person-served to the location in a Sunbeam vehicle and meets up with the visiting family members for a staff-accompanied activity.
2. Person-served and family member
 - Family vehicle is used
 - Family members are reminded that they are responsible for ensuring the person-served is physically distanced properly throughout the activity

If a family member of the person-served would like to participate in a destination drive, they must:

- Pass active screening
- Wear a face covering at all times (medical or non-medical mask accepted)
 - It must cover both the nose and mouth and fit comfortably under the chin
- Perform hand hygiene thoroughly and frequently, at minimum of the same indicators as described above for staff and persons-served
- Practice respiratory etiquette (please cough or sneeze into your arm or a tissue)
- The family vehicle should be cleaned and disinfected immediately prior to activity use (disinfect all interior hard surfaces and soft surfaces as best possible)

Physical distancing of 2m between person-served and family members will not be enforced, though is strongly recommended when possible. If physical distancing is not possible, then the family member and the client must perform vigorous hand hygiene before and after any physical contact.

No more than 2 family members per visit. All family members must be part of the same social circle or social bubble as per Ontario Public Health definition.

All visitors will call 60 – 90 minutes ahead to be screened prior to the destination drive. Visitors who do not pass screening will postpone their involvement in the drive per screening requirements.

Van Rides & Country Drives

All clients who reside at a Sunbeam group home are permitted to go on van rides or 'country drives' while remaining in a Sunbeam vehicle with an accompanying staff member.

Types of Van Rides

1. Scenic Drive
 - A ride around the neighbourhood or within Waterloo Region
2. Restaurant Drive-Through
3. Drive-By Tour
 - A ride through a seasonal display (ie. Halloween Pumpkin display, Christmas light display)
4. Family home drive-by
 - Staff drives with the person-served to the family home; both remain in the vehicle
 - Option 1: Windows of the vehicle remain closed
 - No PPE required for family
 - Option 2: Windows of the vehicle are open
 - Family member(s) must be masked
 - Person-served will wear a mask or face shield, if tolerated
 - Physical distance of 2m is required

Medical or Therapeutic Appointments

Over the last number of months, we have limited in-person attendance at external appointments. Instead, we have favoured virtual visits or telephone consults.

Our priority at this time remains to organize virtual visits or telephone consults in combination with in-house labwork and ECGs through LifeLabs, as well as mobile imaging for x-ray and ultrasound.

However, we will no longer be postponing non-essential appointments.

Family members are welcome to participate at appointments and should provide their own transportation. Other safety measures will be discussed and planned prior to each appointment, but will always include:

- Passing active screening
- Wearing a face covering (mask) for the duration of the appointment
- Performing frequent and meticulous hand hygiene
- Practicing physical distancing from other community members encountered

Family Home Day Visits

Visitors are required to have read the *Family Home Visit Information Package* and the accompanying appendices that provide additional information on hand hygiene, respiratory etiquette, use of a face covering, and enhanced cleaning / disinfection.

- 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
- Must be booked at least 1 day in advance with the supervisor of the group home

Safety Measures for Family Home Day Visits

- Family members and clients will be screened prior to and after the visit
- 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
 - Respiratory etiquette must be practiced
 - Family member(s) must wear a face covering or mask for the duration of the visit. 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
- The person-served will wear a mask or face shield, if tolerated.

Please see the new *Family Home Visit Information Package* guide for full details of safety measures.

Thank you for your patience and understanding over the last few months. We recognize how difficult this journey has been for families and for clients, and we are pleased to support a safe, careful approach to this phase of re-opening.