

Family Home Visit Information Package

PROVINCIAL RE-OPENING: STEP 3 – EFFECTIVE JULY 16, 2021

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
- The number of family members present indoors or outdoors should follow the provincial recommendations under *the Roadmap to Reopen*
- 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 medical mask + eye protection for the duration of the visit and during transport to/from the visit if using a family vehicle with the person-served.
 - Physical distancing of 2m should be practiced, when possible

Visits that include Sunbeam staff members driving the person-served to the family home are subject to the availability of staff and applicable vehicle.

Future visits may be discontinued if the visitor does not adhere to these guidelines.

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.

Community Risk Level Impact

Use the following chart to determine which activities are permitted at Sunbeam during each level of MCCSS and Ontario’s Community Risk continuum.

Activity	Normal Precautions Step 3	Additional Precautions Step 2	Enhanced Precautions Step 1	Outbreak / Comprehensive Precautions
Family Home Visit	Permitted for all persons-served without staff accompaniment. Max 3 visits/week. Max 4 hours/visit.	Permitted, at decreased frequency and duration: Max 2 visits/week Max 3 hours/visit.	Permitted, at decreased frequency and duration: Max 1 visit/week Max 3 hours/visit.	Suspended

Waterloo Region



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. When visits are outdoors, the use of eye protection is not required. When visits are outdoors, visitor may choose to not mask + not physically distance only if all parties are fully immunized.

- “All parties” means all visitors at the visit and person supported
- Fully immunized means the person has received all doses of a COVID-19 vaccine, and it has been at least 14 days since the final dose

Day of the Visit

	Visitor Responsibilities				Sunbeam Staff Responsibilities					
Risk Level	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak		
Before the Visit	The visitor(s) will <u>call 60 – 90 minutes ahead to:</u> <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 If the visitor does not pass screening, the visit will not continue.					Over the phone, the staff will: <ul style="list-style-type: none"> • Confirm the location 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 temp upon arrival and record. • Remind the visitor(s) that they will be required to adhere to safety measures for their visit 				



Risk Level	Visitor Responsibilities				Sunbeam Staff Responsibilities				
	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak	
Preparing for the Visit	Visitor will prepare the home environment for the visit. (See <i>Visitor Education & Training Package</i> "Enhanced Cleaning & Disinfection")					Staff will also prepare for the visit: <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 person-served is brought outside (if family is picking up) • Person-served will be actively screened using the Person-Served COVID-19 Screening Form • Prepare Social Leave/Med Pass form Staff will also prepare a visiting kit if they will be dropping off the person-served: <ul style="list-style-type: none"> • Bring portable hand sanitizer, gloves, face shield, masks, disinfecting wipes & thermometer • Bring started Visitor Screening Form • Bring started Social/Leave Med Pass form If the person-served does not pass screening, the visit will not continue, and staff will inform visitor.			

	Visitor Responsibilities				Sunbeam Staff Responsibilities					
Risk Level	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak		
<p>OPTION A: Visitor Picks Up Client</p> <p>Visitor Arriving at the Group Home</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 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 Don medical mask + eye protection 					<ul style="list-style-type: none"> Staff takes the temperature of the visitor(s) and records it on the screening form(s). Provide copy of Social Leave/Med Pass form Person-served is supported to perform hand hygiene and don a mask or face shield, if tolerated Person-served is brought out of the group home <p>Document A&D note to include results of screening</p>				

	Visitor Responsibilities				Sunbeam Staff Responsibilities					
Risk Level	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak		
<p>OPTION B: Sunbeam Staff Drops off Client</p> <p>Arriving at the Family Home</p>	<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 <p>Receive medical mask + eye protection from staff and put on</p>					<ul style="list-style-type: none"> Staff wears mask + eye protection for transport Bring visiting kit to front door Records visitor temperature on the screening form(s). Person-served is brought out of the vehicle and supported to perform hand hygiene and don a mask or face shield, if tolerated before approaching the home Leave copy of Social Leave/Med Pass form with the family <p>Document A&D note to include results of screening</p>				

Risk Level	Visitor Responsibilities				Sunbeam Staff Responsibilities			
	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak
During the visit***	<ul style="list-style-type: none"> Wear mask (+ eye protection when indoors) at all times <p>The only exception is if needing to change a mask or if the wearer is eating/drinking: when the mask is off, then 2m physical distancing is mandatory</p> <ul style="list-style-type: none"> 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 Physical contact between person-served and visitor is discouraged but permitted if vigorous hand hygiene is performed by both people 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 drink out of the same cup) 							

***If signs or symptoms of illness are detected during the visit, the visit should end to expedite a health assessment.

Risk Level	Visitor Responsibilities				Sunbeam Staff Responsibilities			
	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak
Ending the visit and Returning to the Group Home	<ul style="list-style-type: none"> If family is dropping off the person-served 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 mask + eye protection once the person-served is more than 2 metres away 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 Prior to entry of the group home, staff will screen the person-served and complete the Person-Served Visit Screening Form <p>If screening is not passed for either person: the person-served will be isolated from others in the home until further assessment or monitoring can occur.</p> <p>Staff to wear full PPE (mask, gown, gloves, eye protection) with the person-served if screening is not passed.</p> <p>If picking up client from the family home, bring spare full PPE along in case it is needed</p>			

Risk Level	Visitor Responsibilities				Sunbeam Staff Responsibilities			
	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak
After the visit	<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 person-served passes return active screening:</p> <ul style="list-style-type: none"> Staff and person-served will perform hand hygiene Person-served will have a shower/bath. New clothes will be worn after the shower/bath. Wheelchair will be disinfected 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: Enhanced monitoring will occur for all persons-served at the group home with: three times daily vitals checks and monitoring for symptoms of COVID-19</p>			



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) + eye protection 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 person-served		
Respiratory etiquette was performed (if applicable)		
The only people present in the household for the duration of the visit were 1-2 family members + person-served		
The family member(s) respected physical distancing of 2m between themselves and staff as much as possible		