

Guidelines for Visits

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

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 60 minutes per visit, ensuring staff availability to support for the entirety
3. Who will be coming for the visit, and no more than 3 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 an option for good weather days: if there is a weather advisory, then the outdoor visit will be postponed
- Each group home will have a designated location for visiting.

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
- Respiratory etiquette must be practiced

- A face covering must be worn upon arrival, covering both the nose and mouth. A medical mask will be provided for use at all times during indoor and outdoor visits. Eye protection will be provided for use at all times during indoor visits.
 - Exceptions: During an outdoor visit, a visitor may choose to not mask if physical distancing of 2m is maintained at all times.
- A physical distance of 2 metres should be maintained for the full duration of the visit between person-served and visitor(s) and staff with exception for brief physical contact (ie. a hug), after which 2m physical distancing should be resumed
 - Exceptions: During an outdoor visit, if all parties involved in the visit are fully immunized, the visitor may choose to not physically distance. “All parties” means all visitors at the visit + all staff at the visit + the 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
- Only gifts that can be safely disinfected or laundered will be accepted at a visit, and will be cleaned prior to being given
- 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.

Community Risk Level Impact

Use the following chart to determine which visiting activities are permitted at Sunbeam during each level of MCCSS and Ontario’s Community Risk continuum. Please refer to the Sunbeam document “*Visitor Types at Congregate Living Settings*” for definitions.

Activity	Normal Precautions Step 3	Additional Precautions Step 2	Enhanced Precautions Step 1	Outbreak / Comprehensive Precautions
Friendly / Non-essential Visits	Permitted, including: <ul style="list-style-type: none"> • Supervised only • Brief physical contact (ie. a hug) permitted • Physically distanced otherwise • Outdoor & Indoor Max # visitors: <ul style="list-style-type: none"> • Outdoor = 6 • Indoor = 2 	Permitted, including: <ul style="list-style-type: none"> • Supervised only • Brief physical contact (ie. a hug) permitted • Physically distanced otherwise • Outdoor & Indoor Max # visitors: <ul style="list-style-type: none"> • Outdoor = 6 • Indoor = 2 	Permitted, including: <ul style="list-style-type: none"> • Supervised only • Brief physical contact (ie. a hug) permitted • Physically distanced otherwise • Outdoor only • Indoor suspended 	Suspended
Essential Visits	Permitted, follow essential visitor agreement	Permitted, follow essential visitor agreement	Permitted, follow essential visitor agreement	Permitted. Must wear PPE as per outbreak precautions

Waterloo Region

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 arriving for the Visit	<p>The visitor(s) will <u>call 60 – 90 minutes ahead to:</u></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 <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 			

Risk Level	Visitor Responsibilities				Sunbeam Staff Responsibilities							
	Step 3	Step 2	Step 1	Outbreak	Step 3	Step 2	Step 1	Outbreak				
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) 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 Staff takes the temperature of the visitor(s) and records it on the screening form(s). Bring a medical mask (and eye protection if indoors) for the visitor to wear. 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 (and eye protection if indoors) at all times as source protection 				Also bring gown and gloves for visitor to wear.			
	Outdoor Visit: <ul style="list-style-type: none"> Wait at the designated Outdoor Visit area for their loved one to arrive Don <u>medical mask</u>. 											
	Indoor Visit: <ul style="list-style-type: none"> Once inside, receive <u>medical mask and eye protection</u> from staff and replace personal face covering with this when 2m away from others. Once pass screening, will be escorted by staff to the visiting area 								Indoor Visit: <ul style="list-style-type: none"> Escort visitor(s) to the visiting area 			

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"> Remain at the marked 2m distance or further at all times: <ul style="list-style-type: none"> Permitted to have brief physical contact (ie. a hug) and then resume 2m physical distancing Exceptions permitted as described on page 2 Wear a medical mask over their nose and mouth at all times (and wear eye protection at all times if indoors) 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 The visit will be discontinued if the visitor does not adhere to these guidelines 			

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"> Visitors' temperature is taken at the end of the visit and recorded on the screening form(s) Only remove medical mask (and eye protection as applicable) at the exit of the home and immediately prior to leaving. Discard a single-use mask Perform hand hygiene 				<ul style="list-style-type: none"> Record the visitor's temperature on the screening form. Person-served is assisted to perform hand hygiene 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.