

**COVID-19 Document**  
**Visitor's Guidelines in Congregate Living Settings**  
(Revised July 18, 2021)

Community Living Campbellford/Brighton follows the Ministry of Health and Public Health guidelines. It is understood that protocols and responses will change based on their recommendations.

Visits are permitted to occur both indoors and outdoors for people supported. As well, those considered to be non-essential are now able to visit. The setting must not be in an outbreak.

**Visitor/CLCB Responsibilities**

- Visitors should contact the location if possible, to let them know you are planning a visit. Although this is not required it will ensure capacity limits are not exceeded.
- A Covid-19 negative test result is no longer required for family visits indoors or outdoors.
- Visitors should read Infection Prevention and Control protocols, information (and receive training if required).
- Direct Support Professionals will assist people supported to and from the visiting area.
- The Direct Support Professional should maintain contact with the person supported for the duration of the visit to ensure the visitors are following visitation policies and procedures at all times.
- Visitors must share their contact information for Public Health contact tracing if required. CLC/B will keep the contact information for a period of one month and then it will be shredded.
- Visitors must always wear a surgical/procedure face mask and eye protection during an **indoor** visit. CLC/B will provide these. Visitors and People Supported can engage in brief physical contact (i.e., hug) during the visits, this includes non-essential visitors.
- Visitors may choose **not** to mask and/or physical distance if all parties are fully immunized during an **outdoor** visit. Outdoor visitors may choose **not** to mask while maintaining physical distance regardless of immunization status. Eye protection is **not** required for outdoor visits.

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- Visitors must adhere to all protocols for pre-screening. If the visitor does not pass the pre-screening the visit will be rescheduled for another time.
- Visitors must adhere to all hand hygiene and respiratory etiquette.
- Brief physical contact (i.e., hugs) are able to occur both inside or outside, with the person you are visiting, regardless of vaccination status.
- In advance of the visit please read and ensure you understand the *Hand Hygiene, Respiratory Etiquette, Physical Distancing* and *How to Wear a Mask* information provided below. These directives must be practiced at all times during both inside and outside visits.
- Visitors will not be able to use any common areas of the home, so please plan for your washroom needs before your arrival. Washrooms may only be used if needed for handwashing.
- Indoor visitors are not able to occur in common areas of the home such as kitchens, living room vestibules. All indoor visits are required to occur in people's bedrooms with space for physical distancing and away each other and others within the home.

### Day of Visit:

- Call ahead to confirm that the home has no suspected or confirmed cases of Covid-19 at the location. If there is, the visit will be cancelled.
- When you arrive at the location for either indoor or outdoor visits you will be asked to call the house from your car to be screened for Covid-19 over the phone. You will be asked a series of questions to ensure that you do not have any typical or atypical symptoms of Covid-19.
- Once you pass the phone screening, you will proceed to the front door but **DO NOT ENTER**. Sanitize your hands and put on a surgical/procedure mask and protective eyewear (if visit is indoors). An employee will greet you and provide you with a surgical/procedure mask/eyewear (if needed) and will then take your temperature to ensure you do not have a fever.
- If you do not pass the Covid-19 screening you will not be permitted to proceed with the visit.
- A log of all visits is required, documentation will include: the name of visitors, date/time of visit, the name of resident visited, the name of staff who monitored the visit and the designated space that was used for the visit. This will be destroyed after a 30 day period as per MCCSS guidelines.
- If you pass the screening, you will then be escorted by staff to the designated visiting area inside or outside of the home. This area will be sanitized prior to and after your visit. The person you are scheduled to visit will then be supported to join you.

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- Physical Distancing at a minimum of 2 metres (6 feet) apart is always recommended, including with the person you are there to visit and employees.
- Visitors may choose **not** to mask and/or physical distance if all parties are fully immunized during an **outdoor** visit. Outdoor visitors may choose **not** to mask while maintaining physical distance regardless of immunization status. Eye protection is **not** required for outdoor visits.
- The Direct Support Professional must ensure the visitors are following visitation policies and procedures at all times. Please note that MCCSS requires that any non-adherence will result in the discontinuation of visits.
- If you begin to experience any Covid-19 symptoms at any time during, at the end of, or after your visit, please tell the Direct Support Professional working and the Supervisor for the location.
- When you have completed your visit, sanitize your hands, and remove and safely dispose of your mask.

#### **After the Visit:**

- If you begin to experience any Covid-19 symptoms within 14 days of your indoor or outdoor visit, or you have been tested due to experiencing these symptoms, you are required to notify the Supervisor of the location you visited.

#### **Hand Hygiene**

Handwashing/Sanitizing is one of the best ways to protect yourself and your family from getting sick. You can help yourself and others stay healthy by washing your hands often. Please ensure you sanitize your hands **Immediately** upon to your arrival, after your cough or sneeze and as you are leaving.

#### **How to Use Hand Sanitizer**

- Apply the gel product to the palm of one hand (read the label to learn the correct amount). Typically, 1-2 pumps.
- Rub your hands together palm to palm.
- Rub in between and around fingers.
- Rub back of each hand with palm of other hand.
- Rub fingertips of each hand in opposite palm.
- Rub each thumb clasped in opposite hand.
- Rub hands until the product is dry. Do not use paper towels.

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#### Respiratory Etiquette

The COVID-19 virus spreads from person to person in droplets produced by coughs and sneezes. Therefore, it is important that all visitors cover their mouths or noses with a tissue when coughing or sneezing and dispose of the tissue appropriately. If no tissue is available, using the inside of the elbow (or shirtsleeve). Always perform hand hygiene after sneezing, coughing and handling dirty tissues.

#### Physical Distancing

Maintain a distance of at least 2 metres or six (6) feet.

#### Mask & Eyewear Procedures

Surgical/Procedure Masks & eyewear must be worn at all times by visitors and if possible, the person supported. They must be clean and comply with recommendations from the Ministry of Health.

#### When putting mask on:

- Sanitize or wash hands thoroughly.
- Put surgical/procedure mask on using the ear straps, ensure it covers nose and mouth, press wire down around bridge of the nose or ensure fabric is snug to your face.
- Wear the mask in the correct position (covering mouth and nose) and refrain from touching the front of the mask.



#### When removing the mask:

- Sanitize or wash hands thoroughly.
- Remove mask using the ear straps.
- Do not touch front of mask.
- Dispose in garbage can provided or put in plastic bag and take with you.
- Sanitize or wash hands thoroughly.

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#### **Employee Responsibilities**

##### **Before a Visit:**

- Communicate with visitors.
- Have conversations with person receiving services regarding the guidelines for the visit and why they are necessary.
- Ensure visitor area is set up.
- Ensure all documentation record templates, PPE and cleaning supplies are prepared for visit.

##### **Day of Visit:**

- Sanitize visiting area.
- Greet visitor by phone or outside the door (physical distanced).
- Instruct visitor(s) to put on their surgical/procedure mask and eyewear (indoor visits), and to clean hands thoroughly with hand sanitizer.
- Conduct screening using COVID-19 visitor screening form (attached) and document results.
- Show visitors to visiting area.
- Sanitize gifts if applicable.
- Support person to the area where their visitor is waiting and assist them to get comfortable.
- Offer cold drinks, etc.
- Ensure privacy is given for the visit.
- Maintain a safe distance from the visit offering privacy but being available in the event you are needed.
- Intervene and redirect if visitor guidelines are not being followed
- Document any concerns with the visit. Offer support where needed.

##### **After the Visit:**

- Sanitize the visiting area immediately after the visit.
- Debrief with Supervisor any concerns with visits and strategize possible solutions for any foreseeable issues next time.

## VISITOR SCREENING QUESTIONS

### PART A: SYMPTOMS

<p>1. Are you currently experiencing any of these symptoms?</p> <p>Choose any/all that are new and not related to seasonal allergies or pre-existing medical conditions.</p> <ul style="list-style-type: none"> <li>• Cough that's new or worsening (continuous, more than usual)</li> <li>• Barking cough, making a whistling noise when breathing (croup)</li> <li>• Shortness of breath (out of breath, unable to breathe deeply)</li> <li>• Sore throat (not related to seasonal allergies or other known causes or conditions)</li> <li>• Difficulty swallowing</li> <li>• Runny nose (not related to seasonal allergies or other known causes or conditions)</li> <li>• Stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)</li> <li>• Lost sense of taste or smell</li> <li>• Pink eye (conjunctivitis)</li> <li>• Headache that is unusual or long lasting</li> <li>• Digestive issues like nausea/vomiting, diarrhea, stomach pain (not related to other known causes or conditions)</li> <li>• Muscle aches that are unusual or long lasting</li> <li>• Extreme tiredness that is unusual (fatigue, lack of energy)</li> <li>• Falling down often</li> </ul> <p><i>For young children and infants: sluggishness or lack of appetite</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>2. Are you feeling feverish, or have you had shakes, chills, or a fever in the last 24 hours (&gt; 37.8 degrees Celsius or 100.04°F)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

### PART B: TRAVEL/EXPOSURE

<p>1. Have you travelled outside of Canada in the last 14 days?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>2. Have you had close contact with a confirmed or probable case of someone with COVID-19 within the past 14 days?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>3. Have you had close contact with a person with acute respiratory illness or who has travelled outside of Canada within the last 14 days?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

## VISITOR TRIAGE RESPONSE

Scenario 1	Part A= No Part B = No	If visitor answers <b>NO</b> to all questions in Parts A and B, no restrictions on visitation.
Scenario 2	Part A= Yes Part B = No	If answered <b>YES</b> to one or both of questions in Part A, but <b>NO</b> to all questions in Part B, delay visit until visitor is symptom free for 24 hours or has received a negative result to a COVID-19 test.
Scenario 3	Part A= No Part B = Yes	If answered <b>NO</b> to both questions in Part A but <b>YES</b> to one of the questions in Part B, delay visit until 14 days has passed since travel/exposure and visitor is symptom free. <b>Disinfect screening area following visitor departure.</b>
Scenario 4	Part A= Yes Part B = Yes	If answered <b>YES</b> to at least one of the questions in both of Parts A and B, delay visit until 14 days has passed since travel/exposure and visitor is symptom free. <b>Disinfect screening area following visitor departure.</b>

**\*\*If anyone fails this screening/assessment they should be directed to the closest COVID-19 Assessment Centre for testing\*\***