

COVID-19 Document
Visitor's Guidelines in Congregate Living Settings
(Revised: November 15, 2022)

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 outbreak.

Visitor/CLC/B 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 for both 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 during an **indoor** visit. CLC/B will provide these. Visitors and People Supported can engage in brief physical contact (i.e., hug) during 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 **no longer** required for indoor or outdoor visits.
- 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.

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- 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 or to stay in common areas of the home, so please plan for your washroom needs before your arrival. Washrooms may only be used for the purpose of handwashing.
- Indoor visits 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 from 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 (if the visit is indoors). An employee will greet you and provide you with a surgical/procedure mask (if needed) and will then ask to 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.
- 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.

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- 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.

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 must be worn at all times by visitors and if possible, the person supported during an indoor visit. They must be clean and comply with recommendations from the Ministry of Health. Eye protection is **no longer** required for indoor or outdoor visits.

When putting mask on:

- Sanitize or wash hands thoroughly.
- Put 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.

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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.

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 (for 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.

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- Ensure privacy is given for the visit.
- Maintain a safe distance from the visit, offering privacy while being available in the event that you are needed.
- 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.

SCREENING QUESTIONS (FOR ALL)

ASSESSMENT:

<p>1. In the last 10 days, have you experienced any of these symptoms? Choose any/all that are new, worsening, and not related to other known causes or conditions that you already have.</p> <p>Select “No” if all of these apply: Since your symptoms began, you tested negative for COVID-19 on one PCR test or rapid molecular test or two rapid antigen tests taken 24 to 48 hours apart; and You do not have a fever; and Your symptoms have been improving for 24 hours (48 hours if you have nausea, vomiting, and/or diarrhea).</p> <ul style="list-style-type: none"> • Fever and/or Chills – Temperature of 38 degrees Celsius/100 degrees Fahrenheit or higher • Cough or barking Cough (croup) – Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have • Shortness of breath – Not related to asthma or other known causes or conditions you already have • Decrease or loss of smell or taste - Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have • Muscle aches / joint pains – Unusual, long lasting (not related to sudden injury, fibromyalgia, or other known causes or conditions you already have) • Fatigue – Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have) <i>If you have received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select “No”.</i> • Sore throat – Painful or difficulty swallowing (not related to post-nasal drip, acid reflux, or other known causes or conditions you already have) • Runny or stuffy/congested nose - Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have • Headache – New, unusual, long-lasting (not related to tension-type headaches, chronic-migraines, or other known causes or conditions you already have) <i>If you have received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing a headache that only began after vaccination, select “No”</i> • Nausea/vomiting and/or diarrhea – Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have <p><i>For young children and infants: sluggishness or lack of appetite</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>2. Have you been told that you should currently be quarantining, isolating, staying home, or not attending a highest risk setting (eg., LTC or RH)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

SCREENING QUESTIONS (FOR ALL)

<p>3. In the last 10 days (regardless of whether you are currently self-isolation or not), have you tested positive for COVID -19, including on a rapid antigen test or a home-based self-testing kit? <i>If you have since tested negative on a lab-based PCR test, select "No"</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>4. In the last 10 days (regardless of whether you are currently self-isolation or not), have you been identified as a "close-contact" of someone (regardless of whether you live with them or not) who has tested positive for COVID-19 or have symptoms consistent with COVID-19?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

TRIAGE RESPONSE

Scenario 1	Questions 1-4 = NO	If NO to all questions 1-4, you may enter the home. You must wear a surgical/procedure mask to enter the home and self-monitor for symptoms.
Scenario 2	Questions 1 or 2 = YES	If answered YES to Questions 1 and/or 2, you must not enter the home. You should stay home (self-isolate) until you do not have a fever and your symptoms have been improving for at least 24 hours (48 hours for nausea, vomiting and/or diarrhea). Seek a COVID-19 test (RAT or PCR) and if the result is positive for COVID-19, not enter the home for 10 days from onset of symptoms or test date, whichever is earlier. Certain exceptions exist including- early-to-work protocols to address critical staffing shortages
Scenario 3	Question 3 = YES	If answered YES to Question 3, you must not enter the home. Stay home and do not leave except to get tested, visit a clinical assessment centre or for a medical emergency. Follow any other guidance or directions that have been provided to you.
Scenario 4	Question 4 = YES	If answered YES to Questions 4 For Visitors – postpone non-essential visits for 10 days after last exposure to the individual with symptoms of COVID-19. Staff and essential caregivers – self monitor for symptoms for 10 days after last exposure to the individual with symptoms of COVID-19 and self-isolate immediately if any symptoms develop. Wear a well fitted medical mask or fit or non-fit tested N95 respirator or KN95 mask for the duration of their time in the setting, and not remove their mask in the presence of other staff (i.e., not eating meals/drinking in shared spaces when in the presence of others). Staff/ essential care-giver close contacts with a household (ongoing) exposure are recommended to obtain and immediate PCR (or RAT) and re-test at Day 5 from initial exposure if the initial test was negative. Testing of Staff/essential care-giver close contacts with RAT daily for 10 days may be recommended as an alternative. Employees should speak to their employer and follow their workplace guidance for return to work and inform the employer should any answers to the screening questions change during the day.

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