

SECTION: ADMINISTRATION
INFECTIOUS CONTROL
SUBJECT: VISITOR POLICY

SOP: ADM-G-001
IC-A-048
PAGE: 1 OF 15
DATE: July 2020

REVISIONS: Sept. 9, 2020; Oct. 7, 2020; Nov. 16, 2020; Nov. 23, 2020; Dec. 26, 2020; Jan. 21, 2021; Feb. 24, 2021; Mar. 22, 2021; May 26, 2021; June 1, 2021; June 9, 2021; July 13, 2021; July 20, 2021; Aug. 25, 2021; Sept. 1, 2021; Sept. 21, 2021; Oct. 19, 2021; Dec. 15, 2021; Dec. 22, 2021; Dec. 30, 2021; Jan. 12, 2022; Jan. 26, 2022; Feb. 2, 2022; Feb. 15, 2022; Feb. 22, 2022; Mar. 14, 2022; Apr. 5, 2022; April 13, 2022; May 4, 2022; July 5, 2022;

LAST REVISION:

August 31, 2022

POLICY

The Ivan Franko Home fully respects and supports each resident's right to receive visitors of their choice and the right to ongoing and safe support from their caregivers, as this is important in helping to maintain the physical, mental, social and emotional well-being of residents and optimize their quality of life.

In order to maintain a safe and secure environment for residents, and to protect the health and safety of visitors and staff, the Home will ensure that appropriate Infection Prevention and Control (IPAC) measures (including active screening and rapid testing) are in place to reduce any potential risk of exposure to COVID-19 and other communicable/infectious diseases, and will implement required visiting procedures and IPAC measures in accordance with any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health, the City of Toronto Medical Officer of Health, the Ministry of Long-Term Care, and/or the Ministry of Health.

Everyone at the Home, whether staff, student, volunteer, caregiver, support worker, general visitor, or resident has a responsibility to ensure the ongoing health and safety of all by practicing IPAC measures at all times.

This policy and the procedures will be revised and adapted as necessary, as the pandemic situation evolves and government guidance is amended.

The Home will ensure that essential visitors continue to have access to the Home during an infectious/communicable disease outbreak, an epidemic, or a pandemic, subject to any applicable laws, or direction on visitor restrictions from the local Public Health Unit (PHU).

Non-compliance with this policy and IPAC measures may result in the discontinuation of visits for the non-compliant visitor.

DEFINITIONS

Essential visitors:

- Persons visiting a Home to meet an essential need related to the operations of the Home or residents that could not be adequately met if the person does not visit the Home.
- There are 4 types of essential visitors:
 1. A Caregiver, defined as an individual who
 - is a family member or friend of a resident or a person of importance to a resident

SECTION: ADMINISTRATION
INFECTIOIN CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 2 OF 15
August 31, 2022

- is able to comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act
 - provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living, or providing social, spiritual or emotional support, whether on a paid or unpaid basis
 - is designated by the resident or the resident's Substitute Decision-Maker (SDM) with authority to give that designation, if any, and
 - in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a Caregiver.
2. A Support Worker who visits the Home to provide support to the critical operations of the Home or to provide essential services to residents
- Essential services provided by support workers include but are not limited to:
 - assessment, diagnostic, intervention/rehabilitation, and counselling services by regulated health professionals such as physicians and nurse practitioners
 - Assistive Devices Program vendors (e.g. oxygen therapy vendors)
 - social work services or legal services
 - emergency services (e.g. such as those provided by first responders)
 - maintenance services for the Home's HVAC mechanical, electrical, plumbing systems
 - food and drink delivery.
3. A person visiting a very ill or palliative resident receiving end-of-life care, for compassionate reasons
4. A government inspector with a statutory right to enter the Home to carry out their duties (e.g. inspectors under the Fixing Long-Term Care Act, 2021, the Health Protection and Promotion Act, the Electricity Act, 1998, and the Occupational Health and Safety Act).

General visitor:

- A person who is not an "essential visitor" and is visiting to provide non-essential services related to either the operations of the Home, or a particular resident or group of residents.
- General visitors younger than 14 years of age must be accompanied by an adult (i.e. someone who is 18 years of age or older)
- There are 2 broad categories of general visitors:
 1. Persons visiting for social reasons.
 2. Visitors providing non-essential services such as:
 - Personal care services (e.g. hairdressers, barbers, manicurists)
 - Entertainment (e.g. singers, musicians), recreational services, or pet therapy programs
 - Individuals touring the Home regarding possible application for admission.
- Not permitted to visit: when the Home or area of the Home is in outbreak; a resident who is in isolation/symptomatic; or when the local PHU so directs. This applies to both outdoor and indoor visits.

Please note: the Home's staff, volunteers and placement students are not considered visitors.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 3 OF 15
August 31, 2022

Confirmed COVID-19 Infection:

A positive diagnostic COVID-19 result confirmed through a laboratory-based PCR Test, or through a Molecular Point-of-Care Test that was taken following a positive Antigen Test.

Fully vaccinated:

A person who has received:

- the full primary series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines, or one dose of Janssen (Johnson & Johnson); OR
- a full or partial primary series of a COVID-19 vaccine not authorized by Health Canada, plus any additional recommended doses of a Health Canada authorized COVID-19 vaccine to complete the primary series, AND
- who received their final dose of the vaccine at least 14 days ago.

Please note: The COVID-19 vaccines currently authorized by Health Canada are: Pfizer-BioNtech, Moderna, AstraZeneca/COVISHIELD, Novavax, Medicago and Janssen/Johnson & Johnson.

Stay Up-to-Date:

Receive all recommended COVID-19 vaccine doses, including any booster doses, when eligible.

***Please refer to the **Appendix** for further information about visiting, allowable activities and IPAC restrictions, based on the vaccination status of essential caregivers and general visitors.

PROCEDURE

The Home will ensure that:

- Residents, family members, staff, caregivers and other visitors receive information about:
 - visiting and associated procedures (including scheduling, screening, and testing)
 - relevant IPAC requirements appropriate to their role, and
 - the need to comply with these procedures and IPAC practices, and how non-adherence will be dealt with (including that it may result in the discontinuation of visits for the non-compliant visitor),as well as any updates, as necessary.
- The current version of the Visitor Policy is:
 - provided to the Residents' Council and Family Council (if any)
 - posted in the Home and communicated to residents
 - included in the Admission Package provided to all new residents upon admission to the Home
 - posted on the Home's website (<https://ivanfrankohomes.com/>).
- All visitors are provided with education/training about physical distancing, respiratory etiquette, hand hygiene, applicable IPAC practices, and the proper use of masks, eye protection and other Personal Protective Equipment (PPE), that incorporates guidance from Public Health Ontario (PHO) resources and is appropriate to the level of risk that visitors present to themselves and to others in the Home.
- All visitors follow all IPAC practices in place at the Home.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 4 OF 15
August 31, 2022

- A schedule of booked visits is maintained, and kept available and accessible for appropriate staff members.
- A log of all visits is maintained for a minimum of 30 days, that includes, at minimum:
 - the name and contact information of the visitor
 - the time and date of the visit, and
 - the purpose of the visit (e.g. name of the resident visited).These records will be available to the local PHU for contact tracing purposes upon request.
- Screening and surveillance test results are maintained for 30 days, and submitted to the Ministry of Health (MOH) as per the weekly data reporting requirement.

DESIGNATION OF A CAREGIVER

- The decision to designate an individual as a caregiver is entirely the resident/POA/SDM's responsibility
- A maximum of 4 caregivers may be designated at a time, per resident
- The designation should be made in writing on the "Caregiver Designation Form" (IC-A-048(b))
- The caregiver designation will be documented in the Resident Profile and the Form filed in the resident's chart
- If the resident/POA/SDM wishes to designate a caregiver who is under 16 years of age, written approval from the individual's parent or legal guardian is required, and is to be attached to the Caregiver Designation Form
- The resident/POA/SDM may change a designation in response to a change in the:
 - resident's care needs that are reflected in the plan of care
 - availability of a designated Caregiver, either temporary (e.g. illness) or permanent, and this should be done on the Caregiver Designation Form.

VISITOR ACCESS TO THE HOME

Essential Visitors

Caregivers:

- Caregivers who have provided valid proof** of being fully vaccinated may enter the Home.
- Caregivers who are not fully vaccinated are allowed to visit indoors, if they meet screening and testing requirements, but:
 - may only visit in a specially designated area of the Home (visits in the resident's room will be accommodated in the event the resident is bedridden)
 - must pre-book their visit 48 hours in advance
 - must ensure to physically distance from other individuals in the area.
- Vaccination is not required for caregivers for outdoor visits.
- When a resident resides in an area of the Home in outbreak, is symptomatic or isolating, only 1 caregiver may visit at a time.
- A caregiver should not visit any other Home for 10 days after visiting:
 - an individual with a confirmed case of COVID-19
 - an individual experiencing COVID-19 symptoms.
- Visits by fully vaccinated caregivers do not require scheduling and are not restricted as to length or frequency.

SECTION: ADMINISTRATION
INFECTION CONTROL

SUBJECT: VISITOR POLICY

LAST REVISION:

SOP: ADM-G-001
IC-A-048

PAGE: 5 OF 15

August 31, 2022

- Isolation and testing requirements for caregivers:
 - All caregivers who are COVID-19 positive, have COVID-19 symptoms or are a high-risk close contact with someone who is COVID-19 positive should notify the Home immediately and follow these steps:
 - Be PCR Tested, and where delays in PCR testing exist, also be Rapid Antigen tested to confirm if they are COVID-19 positive
 - Isolate for 5 days (or longer if they remain symptomatic)
 - Not return to the Home for 10 days.

Support Workers:

- Any number of Support Workers may visit the Home.
- Only Support Workers who have provided valid proof** of being fully vaccinated or valid proof** of a medical exemption to receiving the COVID-19 vaccine are permitted to enter the Home, except in the following circumstances:
 - For emergency or palliative situations
 - To provide timely medical care, or
 - For the sole purpose of making a delivery.
- The Home may, at its discretion, schedule and manage visits by essential visitors who are not caregivers, to balance the safety of residents, staff and visitors with the needs of the Home and its residents, taking into account physical/infrastructure characteristics of the Home, staffing availability and the Home's status with respect to PPE.

General Visitors

- All general visitors over 6 months of age must provide valid proof** of being fully vaccinated to enter the Home.
- General visitors who have not met vaccination requirements are only permitted to enter the Home if they are visiting a resident receiving end-of-life care, and will then be restricted to the resident's room, ensuring to physically distance from other individuals (i.e. staff or resident) in the room.
- Vaccination is not required for outdoor visits but screening and testing requirements must be met.
- General visitors younger than 14 years of age must be accompanied by an adult (i.e. someone who is 18 years of age or older) and must follow all current IPAC practices (including active screening, vaccination requirements, physical distancing, hand hygiene and masking) in place at the Home.
- Visits should be scheduled 48 hours in advance with the Home.

**** Please note:**

- **Valid proof of vaccination:**
 - For people vaccinated in Ontario:
 - Ontario's Vaccine Certificate with QR code (digital or printed paper version), and
 - valid personal ID (e.g. Driver's Licence, Health Card, passport).
 - For people vaccinated outside of Ontario:
 - Ontario's Vaccine Certificate with QR code (digital or printed paper version) obtained after registering vaccination information with the local PHU, and
 - valid personal ID (e.g. Driver's Licence, Health Card, passport).

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 6 OF 15
August 31, 2022

- **Valid proof of a medical exemption:**

- Ontario's Vaccine Certificate with QR code (digital or printed paper version) obtained after either an Ontario physician or nurse practitioner has submitted the exemption information directly to their local PHU for review and acceptance, and
- valid personal ID (e.g. Driver's Licence, Health Card, passport).
- The Home may accept proof of a medical exemption in a different form if:
 - the medical exemption was issued before January 27, 2022; and
 - the medical exemption was issued in accordance with the Minister's Directive in effect at the time that the proof of medical exemption was provided to the Home.
- The Home will ensure the proof being provided is valid, and may require an individual to confirm proof of vaccination/proof of a medical exemption using the Vaccine Certificate/QR code, even if the individual has previously provided proof of vaccination/proof of exemption.

Visitor Number Limits

- **Indoor Visits:**

- A maximum of 4 visitors (including caregivers and/or general visitors) per resident may visit at a time
- In the case of an unvaccinated caregiver, only 1 may visit a resident at a time
- When a resident resides in an outbreak area, is in isolation or is symptomatic, only 1 caregiver may visit at a time.

- **Outdoor Visits:**

- To ensure that adequate physical distancing can be maintained between a resident and his/her visitors, and another resident and his/her visitors, the following limits will apply:
 - On the Back Patio, a maximum of 10 people (incl. caregivers, general visitors, and the resident(s)) will be allowed at the same time
 - In the Front Area of the Home, a maximum of 4 people (incl. caregivers, general visitors, and the resident(s)) will be allowed at the same time.

Restrictions during outbreaks or when a resident is isolating

Essential Visitors:

- Are the only types of visitors allowed when a resident is isolating, or the Home or area of the Home where the resident resides is in outbreak.

General Visitors:

- Are not permitted to visit:
 - when the Home or area of the Home is in outbreak
 - to visit an isolating resident
 - when the local PHU so directs.

Directions from the local PHU:

Where the local PHU directs the Home in respect to the number of visitors allowed, the Home will follow the direction of the local PHU.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 7 OF 15
August 31, 2022

VISITOR SCREENING PROTOCOLS

All visitors should consider their personal health and susceptibility to the COVID-19 virus in determining whether visiting the Home is appropriate.

All visitors:

- Should self-screen for COVID-19 signs and symptoms at home and not visit if they have any symptoms.
- Should not visit if they are experiencing flu-like, respiratory or gastroenteric symptoms.
- Will be actively screened by staff for symptoms and exposure history for COVID-19, using the “Visitor Active Screening Questionnaire” (IC-A-048(a)) at the beginning of their visit. The Questionnaire may be administered on the phone.
- Will have temperatures checked prior to each visit.
- Will not be allowed to enter the Home or visit outdoors if they do not pass the screening and testing requirements, as outlined in the next Section.

In **emergency situations**, emergency services or other first responders will be permitted entry without screening.

Any visitor who fails active screening will be advised to follow the latest public health guidance (e.g. self-isolation, self-monitoring) as applicable, with the following **exceptions**:

- Essential visitors who are up-to-date on their COVID-19 vaccinations as per the current “Guidance for Employers Managing Workers with Symptoms within 48 Hours of COVID-19 or Influenza Immunization” issued by the MOH, and
- Visitors for residents receiving end-of-life care. The Home will ensure that they wear a medical mask, appropriate PPE, maintain physical distance of a minimum of 2 metres (6 feet) from other residents and staff, and are restricted to the resident’s room.
****Please note:** this exception does not apply to visitors who failed screening due to federal quarantine requirements.

Caregivers:

- Prior to entering the Home, the caregiver must also verbally attest that in the last 10 days, they have not visited an individual with a confirmed case of COVID-19 or an individual experiencing COVID-19 symptoms.

VISITOR SCREENING TEST REQUIREMENTS

Definitions:

PCR Test: a validated real-time polymerase chain reaction (PCR) assay laboratory test for COVID-19.

Rapid Antigen (RA) Test: a point-of-care rapid antigen test for COVID-19.

Testing Requirements for Visitors (indoors or outdoors)

Caregivers

- Regardless of vaccination status, must demonstrate proof of a negative COVID-19 test result from an Antigen Test taken on the day of the visit before they are granted full entry.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 8 OF 15
August 31, 2022

- If they do not have proof of a negative result, must undergo an Antigen Test in the Home and receive negative test results before allowed to proceed to the resident.
- Caregivers who have provided proof of a medical exemption/are not fully vaccinated must also have one PCR Test within a 7-day period, with the time period between PCR testing as close to 7 days as can practically be achieved, and demonstrate a negative result before they are granted entry.

Support Workers (including Regulated Health Professionals) and General Visitors

- Regardless of vaccination status, must demonstrate proof of a negative COVID-19 test result from an Antigen Test taken on the day of the visit, before they are granted full entry
- If they do not have proof of a negative result, must undergo an Antigen Test in the Home and receive negative test results before being allowed to enter, but will only require testing on the first entry to the Home on that day.

Exceptions:

- The Home does not need to ask for proof of a negative COVID-19 RA Test result from:
 - a person who shows proof of a prior confirmed COVID-19 infection in the past 90 days (from the date of the confirmed COVID-19 infection)
 - a support worker, caregiver or general visitor in an emergency or end-of-life situation, but the Home may, at its discretion, request testing in these situations.
- The testing requirements do not apply to inspectors with a statutory right of entry.
- Infants under the age of one year are excluded from testing requirements.

Repeat False Positive Antigen Tests

Where a caregiver, support worker or general visitor:

- take an Antigen Test and the test result is positive for COVID-19, AND
- they subsequently receive a negative confirmatory lab-based PCR Test result (i.e. a “false positive” Antigen Test), AND
- this sequence occurs 3 times within a 30-day period (starting from the day the first preliminary positive Antigen Test was taken),

they are exempt from the Antigen Test screening requirement, but must provide proof of a negative PCR Test result taken within the last 7 days, before they are granted entry to the Home.

Record-keeping

The Home will maintain a log that proof of a negative antigen test and/or PCR test (as applicable) has been demonstrated by all caregivers, support workers and general visitors allowed into the Home.

RAPID ANTIGEN TESTING (asymptomatic screen testing)

- RA testing will be conducted by a trained Tester in the Home’s designated testing area before any contact with residents
- Caregivers, support workers and general visitors:
 - must consent to the RA Test before it can be administered (parental consent is required for all individuals under 18 years of age)
 - will be advised of the result
 - If the result is negative, will be reminded to continue practicing strict IPAC measures as a “false negative” is possible

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 9 OF 15
August 31, 2022

- If the result is positive, will be advised to return home immediately and self-isolate, and contact their health care provider or Telehealth Ontario to get medical advice or an assessment.
 - The Home will collect and maintain statistical information on asymptomatic screen testing, including:
 - the number of caregivers, support workers and general visitors tested with an RA Test, and the number who received a positive test result from an RA Test
 - the number of caregivers screen tested with a PCR Test and the number who received a positive test result from a PCR Test
 - the number of caregivers, support workers and general visitors who were permitted entry in an emergency or end-of-life situation
 - the number of caregivers, support workers and general visitors who provided proof of a negative Test to gain entry.
- This information will be disclosed to the MLTC, the MOH, the Ministry of Government and Consumer Services, the local PHU and/or to Ontario Health, upon request. All personal and health information will be collected, used and disclosed in accordance with relevant legislation, including the Personal Health Information Protection Act (PHIPA).
- RA Testing may be suspended during an outbreak and PCR tests may be required, subject to direction from the local PHU.

VISITORS WHO PASS SCREENING AND TESTING REQUIREMENTS will be:

- given instructions on Hand Hygiene to be done before and after the visit
- given instructions on maintaining a physical distance of over 2 metres from others at all times (i.e. during both indoor and outdoor visits), other than for the exceptions outlined in the next Section
- given a medical mask, eye protection (i.e. face shield or goggles) and any other PPE required, and information on the safe use of all PPE, including being shown how to properly put it on/take it off, if needed
- given instructions about any other applicable IPAC procedures and visitor guidelines in place in the Home at the time of the visit
- asked to self-monitor while in the Home and report any symptoms immediately.

REQUIRED IPAC PRACTICES FOR VISITORS

- **PHYSICAL DISTANCING:**
 - Physical distancing of a minimum of 2 metres (6 feet) must be practiced at all times by everyone at the Home
 - **Exceptions:**
 - The provision of direct care to the resident
 - Between residents and their visitors
 - Between residents in one-on-one or in small group settings
 - A compassionate or end-of-life visit
 - The provision of personal care services (e.g. haircutting).
- **UNIVERSAL MASKING:**
 - Essential visitors must wear a well-fitted medical mask for the entire duration of an indoor visit (including the resident's room) or outdoor visit, regardless of whether the Home is in outbreak or not, and regardless of the visitor's vaccination status.

SECTION: ADMINISTRATION
INFECTION CONTROL

SUBJECT: VISITOR POLICY

LAST REVISION:

SOP: ADM-G-001
IC-A-048

PAGE: 10 OF 15
August 31, 2022

- General visitors must wear:
 - a medical mask for the entire duration of an indoor visit (including in the resident's room)
 - a medical or non-medical mask for the entire duration of an outdoor visit.
- The medical or non-medical mask must cover the mouth, nose and chin for the duration of the visit.
- **Exceptions:**
 - Children who are younger than 2 years of age
 - Any visitor who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and/or the Ontario Human Rights Code.
- Residents will be encouraged to wear a mask when receiving visitors, if tolerated.
- **EYE PROTECTION**
 - All essential visitors (incl. caregivers), regardless of vaccination status, are required to wear appropriate eye protection (e.g. goggles or face shield) when providing care to residents who are self-isolating due to suspected or confirmed COVID-19, or when providing direct care within 2 metres of residents in an outbreak area
 - In all other circumstances, use of eye protection is based on the Point-of-Care Risk Assessment when within 2 metres of a resident or residents.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Essential Visitors:

- Essential visitors who are in contact with a resident who is suspected, probable or confirmed with COVID-19 must wear appropriate PPE.
- The Home will provide medical masks, N95 respirators (or approved equivalent), gloves, gowns and eye protection, as required.

General Visitors visiting a resident receiving end-of-life care:

- The Home will provide medical masks, N95 respirators (or approved equivalent), gloves, gowns and eye protection, as required.

If, due to supply shortages, the Home is not able to provide medical masks, no visitors will be permitted inside the Home. Essential visitors who have appropriate PPE provided by their employer, may enter the Home.

IPAC EDUCATION/TRAINING

The Home will:

- Provide IPAC education/training to all visitors that addresses:
 - Physical distancing
 - Respiratory etiquette
 - Hand Hygiene
 - IPAC practices, and
 - Proper use of PPE.
- Use PHO resources and guidance documents to support this IPAC education and training, including:
 - a Guidance document titled “Recommended Steps: Putting on PPE”

SECTION: ADMINISTRATION
INFECTIION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 11 OF 15
August 31, 2022

- videos titled: “Putting on Full PPE”, “Taking off Full PPE”, “How to Hand Wash” and “How to Hand Rub”.
- Provide caregivers with education/training on IPAC policies and procedures appropriate to their role, and request that they sign the “Designated Caregiver IPAC Agreement” (IC-A-048(c)), that states they will adhere to all IPAC requirements and procedures.

SUPERVISING VISITS

- To manage health and safety during visits (e.g. monitoring the flow of visitors to ensure sufficient physical distancing can be maintained, supporting residents during the visit, etc.) the Home may supervise visits.
- This will be done in a manner that respects the resident’s right to communicate in confidence, and consult in private with any person without interference. If there is not enough privacy, the Home’s staff should be notified.

GENERAL INFORMATION—All Visitors

- All visitors must:
 - Enter and exit the Home only through the main front entrance.
 - Ensure they sign in and out.
 - Conduct themselves in a considerate manner at all times having regard for the safety and well-being of all residents, staff and other visitors, and be respectful in all interactions.
 - Respect the privacy of others by keeping their personal and/or medical information (verbal, written or any other form) private and confidential.
 - Not take pictures of residents (except their family or loved ones), staff or volunteers without the consent of the Administrator/designate.
 - Ensure that any visiting children are supervised by an adult at all times.
 - Follow any verbal instructions by the Home’s staff.
 - Not touch or attempt to operate any of the Home’s equipment, machines, or devices unless authorized to do so.
 - Stay out of restricted areas.
 - Immediately report any injury, hazard or problem, no matter how minor, to the nurse in charge.
- Visitors should clarify appropriate aspects of care pertaining to the resident they are visiting (i.e. what foods or drinks may be allowed, hands-on involvement, etc.) with staff.
- If the resident has a shared room, the visitor should always be mindful of the other resident in the room and ensure he/she is not disturbed.
- All visitors should eat and use washroom facilities before their visit, however, if needed, a designated washroom will be available for use.
- All visitors should acquaint themselves with:
 - the Residents’ Bill of Rights, which is posted in the main floor lobby near the elevators, and
 - the Home’s floor plan and emergency exit information, which is posted in the entrance lobby.
- The Home is a smoke-free facility. Visitors cannot smoke or vape in the Home or anywhere on the grounds (a 9-foot perimeter from any entrances).
- Visitors with pets must adhere to the Home’s Pet Policy (ADM-G-002) and Animal/Pet and Infection Prevention Policy (IC-A-091). Any pets allowed to visit, at the discretion of the

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 12 OF 15
August 31, 2022

Administrator, must be clean and well-behaved, and under the supervision of the pet's owner at all times.

OTHER INFORMATION—Designated Caregivers

- Caregivers may only visit and provide care for the resident who has designated them as a caregiver
- Only fully vaccinated caregivers wanting to volunteer to support more than one resident during an outbreak may support up to 2 residents who are COVID-19 positive provided the Home obtains consent from all involved residents or their POA/SDMs
- A fully vaccinated caregiver may also support more than one resident in non-outbreak situations provided the Home obtains consent from all involved residents/POAs/SDMs
- If the resident has a shared room, the caregiver should always be mindful of the other resident in the room and ensure he/she is not disturbed
- Caregivers are encouraged to spend time outside the resident's room, including outdoors and walks inside the Home (subject to any limitations at the time of the visit), however, caregivers who have provided proof of a medical exemption/are unvaccinated may visit with the resident only in the specially designated area in the Home, and must ensure to physically distance from the resident (unless providing direct care) and any other individuals in the area
- Caregivers should eat and use washroom facilities before their visit, however, if needed, a designated washroom will be available for use
- If a caregiver must eat for medical reasons, he/she must inform staff in advance and follow their instructions, and eat only in the area designated by staff and not near residents.

NON-ADHERENCE BY VISITORS (including Caregivers)

- Recognizing the importance of visits on the resident's well-being and quality of life, together with the need to ensure a safe and secure home for residents and protect the Home's residents, staff and visitors from the risk of COVID-19 and other infectious/communicable diseases, the Home will make every reasonable effort to support visitors in understanding and adhering to visiting requirements and IPAC practices by providing:
 - Clear information about procedures and necessary IPAC practices
 - Information about other applicable requirements, as needed
 - Appropriate PPE and training on its proper use
 - Any additional education and training that may be required
 - Easy access to hand sanitizer
 - Visiting spaces that allow sufficient room for physical distancing
 - The opportunity for visitors to clarify any questions they may have.
- If staff observe a visitor not adhering to visiting and IPAC requirements (e.g. not wearing a mask, not properly distancing, etc.), they should report this to the nurse-in-charge/designate, who will:
 - Meet with the visitor to discuss and provide any needed additional information, clarification or training
 - Ensure that any required resources are available to the visitor and allow him/her sufficient time to comply with this Policy.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 13 OF 15
August 31, 2022

Ending a visit:

- If, after explaining the applicable requirement(s) to the visitor and providing sufficient time to adhere to the requirement(s), there is concern due to the visitor's repeated non-adherence, the Home's Administration may decide to end a visit
- This decision will be documented in the progress notes.

Temporarily Prohibiting a Visitor:

- If there is repeated and flagrant non-adherence (i.e. demonstrated continuously by the visitor over multiple visits) and all reasonable efforts to maintain resident, staff and visitor safety (including ending a visit) have not been successful, the Home's Administration may consider and decide to temporarily prohibit a visitor from visiting the resident.
- This decision will:
 - stipulate a reasonable length of the prohibition
 - clearly identify which requirements the visitor should meet before visits may be resumed (e.g. reviewing the Visitor Policy, reviewing specific Public Health Ontario resources, etc.)
 - be documented by the Home.
- When visits have been discontinued for a non-compliant visitor, the Home will provide the reason for the discontinuation in writing.
- If the temporarily prohibited visitor is a caregiver, the resident/POA/SDM may need to designate an alternate individual as caregiver to help meet the resident's care needs.

VIRTUAL AND WINDOW VISITS

- Scheduled virtual visits on Facetime/Skype will continue.
- Scheduled window visits will continue.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 14 OF 15
August 31, 2022

APPENDIX—VISITING AND ACTIVITY INFORMATION

Please note: In the event of an outbreak or very high community spread of COVID-19 or another infectious/communicable disease, some activities during visits may need to be limited, and group activities and communal dining may be modified or suspended to reduce the risk of transmission.

ESSENTIAL CAREGIVERS

1. If **fully vaccinated** and have passed all screening and testing requirements **CAN:**
 - Visit indoors and outdoors
 - Support the resident during meals and accompany to indoor/outdoor activities as long as physical distancing of at least 2 metres is maintained from others, and all other required IPAC practices are followed (e.g. masking at all times, Hand Hygiene).
2. If **not fully vaccinated** but have passed all screening and testing requirements **CAN:**
 - Visit indoors only in a specially designated area by scheduling a visit 48 hours in advance (visits in the resident's room will be accommodated in the event the resident is bedridden)
 - Visit outdoors (when feasible) as long as physical distancing of at least 2 metres is maintained from others, and all other required IPAC practices are followed (e.g. masking at all times, Hand Hygiene).

CANNOT:

 - Support the resident in the dining room or join in activities.
3. If **not fully vaccinated**, and passed all screening requirements but **refused testing**, **CANNOT:**
 - Have an outdoor visit
 - Enter the Home.

GENERAL VISITORS:

1. If **fully vaccinated** and have passed all screening and testing requirements **CAN:**
 - Visit indoors and outdoors
 - Support the resident during meals and accompany to indoor/outdoor activities as long as physical distancing of at least 2 metres is maintained from others, and all other required IPAC practices are followed (e.g. masking at all times, Hand Hygiene).
2. If **not fully vaccinated** but have passed all screening and testing requirements **CAN:**
 - Visit only outdoors as long as physical distancing of at least 2 metres is maintained from others, and all other required IPAC practices are followed (e.g. masking at all times, Hand Hygiene).

CANNOT:

 - Support the resident in the dining room or join in activities
 - Enter the Home.

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY
LAST REVISION:

SOP: ADM-G-001
IC-A-048
PAGE: 15 OF 15
August 31, 2022

- 3. If not fully vaccinated**, and passed all screening requirements but **refused testing**, **CANNOT:**
- Have an outdoor visit
 - Enter the Home.

** All visits by General Visitors should be **scheduled 48 hours in advance** unless there is an extraordinary or special circumstance.