

Trinity Village STUDIOS

Subject: Covid-19 Visitor Policy	
Section: Covid-19 Policy Manual	
Issued By: Retirement Manager	Approval Date: June 16, 2020
Approved By: COO	Effective Date: August 16, 2022

Intent

Trinity Village Studios has a responsibility to ensure residents receive visitors safely to help protect against the risk of COVID-19. This policy balances mitigating measures to protect the health and safety of residents, staff and visitors, with the physical, mental, emotional, and spiritual needs of residents for their quality of life and in consideration of the mental health and emotional well-being of residents and their loved ones. All visitors must comply with the requirements set out in this policy.

In accordance with clause 27(5) (0.a) of O. Reg. 166/11 under the Retirement Homes Act, 2010 (“RHA”), Trinity Village Studios shall ensure that any guidance, advice, or recommendations given by the Chief Medical Officer of Health are followed in Trinity Village Studios. Per the Chief Medical Officer of Health (“CMOH”) of Ontario memorandum dated June 11, 2022, the CMOH recommends that retirement homes implement the policies, procedures, and preventative measures in this document, the MOH’s COVID-19 Guidance: LTCH/RH for PHUs and Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022)..

Where noted in this policy, “**up to date**”, as it relates to COVID-19 vaccination, means a person has received all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible. Refer to Ministry of Health’s [Staying Up to Date with COVID-19 Vaccines: Recommended Doses](#).

Guidelines

This policy is in addition to the requirements established in the Retirement Homes Act, 2010 (RHA) and its regulation (O. Reg 166/11) and MOH’s COVID-19 Guidance: LTCH/RH for PHUs. It is guided by the following principles:

- **Safety:** Any approach to visiting, absences, and activities must balance the health and safety needs of residents, staff, and visitors, and ensure risks of infection are mitigated.
- **Mental Health and Emotional Well-being:** Allowing visitors, absences, and activities is intended to support the overall physical, mental and emotional wellbeing of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All residents must be given equitable access to receive visitors and participate in activities consistent with their preferences and within restrictions that safeguard residents, staff and visitors.
- **Flexibility:** The physical characteristics /infrastructure of the home, its staffing availability, whether the home is in outbreak or in an area of widespread community transmission, and the current status of the home with respect to infection prevention and control (IPAC) including personal protective equipment (PPE) are all variables to take into account when administering home-specific policies for visiting, absences, and activities.
- **Autonomy:** Residents have the right to choose their visitors. Residents also have the right to designate their caregivers. If a resident is unable do so, substitute decision-maker(s) may designate caregivers.

- **Visitor Responsibility:** Visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to visitor policy requirements related to screening, IPAC and PPE and any precautions described in this policy.
- **COVID-19 Vaccination:** The goal of the provincial COVID-19 vaccination program is to protect Ontarians from COVID-19. Homes are highly encouraged to continue to promote vaccinations and boosters to all eligible residents, staff, and visitors. Staying up-to-date with COVID-19 vaccines help reduce the number of new cases and, most importantly, severe outcomes including hospitalizations and death due to COVID-19. All individuals, whether they have received a COVID-19 vaccine or not, must continue to practice the recommended public health measures and comply with all applicable laws for the ongoing prevention and control of COVID-19 infection and transmission. Visitors will not be denied outdoor visits with residents based on their COVID-19 vaccination status, however all visitors coming into Trinity Village Studios must be fully vaccinated.

Requirements for Visits

1. The residence will adhere to any directions from their local PHU. This may include direction to take additional measures to restrict access and duration of visits during an outbreak, or when the PHU deems it necessary. The residence will facilitate visits for residents and must not unreasonably deny visitors based on the frequency of visits and their vaccination status.
2. The following minimum requirements will be maintained to continue to accept any visitors:
 - i. Procedures for visits including but not limited to IPAC, scheduling and any setting-specific policies.
 - ii. Communication of clear visiting procedures with residents, families, visitors and staff, including sharing an **information package** with visitors with: **(See Appendix A)**
 - a. The Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022).
 - b. Details on any visitor or visiting restrictions (e.g., number of visitors permitted based on any capacity considerations);
 - c. Details regarding IPAC, masking, and physical distancing (2 metres separation),
 - d. Information about how to escalate concerns about the residence to the RHRA via the RHRA email and/or phone number; and
 - e. Other health and safety procedures such as limiting movement around the residence, if applicable, and ensuring visitors' agreement to comply with visiting procedures.
 - iii. A process for complaints about the administration of visiting policies and a timely process for resolving complaints.
 - iv. Requirements for visitor compliance with visiting policies and a process to notify residents and visitors that failure to comply with the visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high, including a way to assess refusal of entry on a case-by-case basis.
 - v. A process for recording all visits, including the name, contact information, date and time of visit, and resident visited for each visitor, to be kept for at least 30 days **(See Appendix D)**.
 - vi. Dedicated areas for both indoor and outdoor visits to support physical distancing (2 metres separation) between residents and visitors.
 - vii. Protocols to maintain best practices for IPAC measures prior to, during and after visits.
3. TVS will ensure the following are put in place to facilitate safe visits:
 - **Adequate Staffing:** The residence has sufficient staff to implement the policies related to visitors and to ensure safe visiting as determined by the home's leadership.

- **Access to adequate testing:** The residence has a testing policy and plan in place, based on contingencies and informed by local and provincial health officials, for testing in the event of a suspected outbreak.
 - **Access to adequate Personal Protective Equipment (PPE):** The residence has adequate supplies of relevant PPE required to support visits.
 - **Infection Prevention and Control (IPAC) standards:** The residence has appropriate cleaning and disinfection supplies and adhere to IPAC standards, including enhanced cleaning.
 - **Physical Distancing:** The residence can facilitate visits in a manner aligned with physical distancing protocols (2 metres separation).
4. If the residence restricts visits based on any of the above factors, the decision will be communicated to residents, including the reasons for the decision.

Types of Visitors

There are 3 categories of visitors: Essential Visitors, General Visitors, and Personal Care Service Providers. *Retirement home staff, students and volunteers as defined in the Retirement Homes Act, 2010 are **not** considered visitors.*

<p>1. Essential Visitors <i>Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident).</i></p>	<p>A. Support Workers A Support Worker is brought into the home to perform essential services for the home or for a resident in the home, including:</p> <ul style="list-style-type: none"> • Regulated health care professionals under the <i>Regulated Health Professions Act, 1991</i> (e.g., physicians, nurses); • Unregulated health care workers (e.g., PSWs, personal/support aides, nursing/personal care attendants), including external care providers and Home and Community Care Support Service Providers (formerly LHIN providers); • Authorized third parties who accommodate the needs of a resident with a disability; • Health and safety workers, including IPAC specialists; • Maintenance workers; • Private housekeepers; • Inspectors; and • Food delivery.
<p><i>There are two categories of Essential Visitors: Support Workers and Essential Caregivers.</i></p>	<p>B. Essential Caregivers Essential Caregivers provide care to a resident including supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. Essential Caregivers may be family members, a privately hired caregiver, paid companions and translators even if the person would also be considered a Support Worker.</p> <p>Essential Caregivers must be designated by the resident, or if the resident is unable to do so, their substitute decision-maker. The designation should be made in writing to the home, and the home should have a procedure for documenting Essential Caregiver designations. The necessity of an Essential Caregiver is determined by the resident or the SDM.</p> <p>Essential Caregivers will not be denied access to residents, provided that they pass the active screening and PPE requirements (e.g., vaccination status should not impact access).</p> <p>In order to limit the spread of infection, a resident and/or their SDM will only be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to:</p> <ol style="list-style-type: none"> a. A change in the resident’s care needs that is reflected in the plan of care; b. A change in the availability of a designated Essential Caregiver; and/or <p>Due to the vaccination status of the designated Essential Caregiver</p>

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2. General Visitors	<p>A General Visitor is a person who is not an Essential Visitor and visits:</p> <ul style="list-style-type: none"> • For social reasons (e.g., family members and friends of resident); • To provide non-essential services (may or may not be hired by the home or the resident and/or their SDM); and/or • As a prospective resident taking a tour of the home.
3. Personal Care Service Providers	<p>A Personal Care Service Provider is a person who is not an Essential Visitor and visits to provide non-essential personal services to residents.</p> <p>Personal Care Services include those outlined under the Health Protection and Promotion Act, such as hair salons and barbershops, manicure and pedicure salons, and aesthetician services, that are not being provided for medical or essential reasons.</p>

1. Designated Essential Caregivers and any subsequent changes will be documented through contacting the Retirement Manager or designate, completing the Essential Caregiver Designation Form, and signing the Covid-19 waiver of Liability, Declaration and Indemnity Agreement. Any changes to the agreement must be approved by the Retirement manager or designate. **(See Appendixes E and F).**
2. Residents/SDMs will be encouraged to change the designation of their Essential Caregiver in limited circumstances, as noted in the above chart, in order to limit the spread of infection.

Access to Residence

1. The local PHU may require restrictions on visitors in part or all of the residence, depending on the specific situation. TVS and visitors must abide by any restrictions imposed by the PHU, which override any requirements or permissions in the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022).
2. Residents who are not isolating may receive Essential Visitors, General Visitors, and Personal Care Service Providers if they are not living in the outbreak area of a home
3. Residents who are isolating under Contact and Droplet Precautions may only receive Essential Visitors.
4. When a resident is isolating, the residence must provide supports for their physical and mental wellbeing to mitigate any potential negative effects of isolation. This includes individualized mental and physical stimulation that meet the abilities of the individual.
5. All visitors to the residence should follow public health measures (e.g., active screening, wearing a medical mask while indoors, IPAC and maintaining physical distancing) for the duration of their visit in the residence. If an area in a home is in outbreak, eye protection is required when providing direct care to residents.
6. Unnecessary entry into the residence by visitors should be minimized (e.g., the residence will encourage food or package delivery to the foyer for resident pick up or staff delivery).
7. Essential Caregivers, provided that they pass the screening and PPE requirements, must not be denied access to residents.
8. All visitors may be actively screened to be permitted entry, including for outdoor visits (See “Screening Visitors for COVID-19” below and Appendix D).
9. To support physical distancing between residents and visitors, indoor and outdoor visiting areas have been designated and are identified by signage.
10. Best practices for IPAC measures will be maintained prior to, during and after visits.
11. All visits to the residence must be recorded, including the name, contact information, date and time of visit, and resident visited for each visitor, and kept for at least 30 days.
12. All residents, families, visitors and staff may be provided with this policy and information package. All visitors should review the contents of the information package prior to their visit. Additional

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applicable policies and procedures will also be communicated as needed.

The number of visitors permitted, subject to PHU advice per #1 above, is outlined below.

1. Essential Visitors (Support Workers & Essential Caregivers)	<p>Essential Visitors are permitted regardless of vaccination status if they pass active screening.</p> <p>Essential Visitors may visit a resident who is isolating, but must follow public health measures (e.g., hand hygiene and masking) for the duration of visit.</p>
2. General Visitors	<p>General Visitors are permitted regardless of vaccination status if they pass active screening.</p> <p>General Visitors are permitted unless a resident is isolating and on Droplet and Contact Precautions, or the home is advised by the local PHU to stop general visits (e.g., during an outbreak).</p> <p>To further limit risk to residents, General Visitors who have symptoms of COVID19, have tested positive for it or who are close contacts of someone with COVID19, are required to follow MOH's Public Health Management of Cases and Contacts of COVID-19 in Ontario and COVID-19 Screening Tool for Long-Term Care Home and Retirement Homes.</p> <p>The number of General Visitors is based on the capacity of the location where the visit will take place and should allow sufficient space for physical distancing.</p> <p>For all visits, sufficient space must be available to allow for physical distancing. In addition, contact visits are allowed for all General Visitors regardless of vaccination status.</p> <p>For all visits with General Visitors, the following measures should be in place:</p> <ul style="list-style-type: none"> • The residence should ensure equitable visitor access for those residents who are not isolating. • Visits should be booked in advance. • General Visitors must wear a medical mask while indoors (and are responsible for bringing their own mask) maintain physical distancing and perform hand hygiene for the entire duration of their visit. General Visitors are not required to wear a mask while outdoors. • Residents are strongly encouraged to wear a mask for the duration of the visit while indoors and must wear a mask while in common areas. • Opening windows should be considered for indoor and in-suite visits to allow for air circulation
3. Personal Care Service Providers	<p>Personal Care Service Providers who are visiting or work in the residence are permitted to provide services in alignment with provincial requirements if they pass active screening.</p> <p>When providing services, Personal Care Service Providers must:</p> <ul style="list-style-type: none"> • Follow required public health and IPAC measures for Personal Care Service Providers and those of the residence; • Wear a medical mask for the duration of their time to the home; • Practice hand hygiene and conduct environmental cleaning after each appointment; and • Document all residents served and maintain this list for at least 30 days to support outbreak management. <p>The number of Personal Care Service Providers should be based on the capacity of the location where the service will take place and should allow for sufficient space for physical distancing between providers.</p>

Screening Visitors for COVID-19

1. Active Screening

Trinity Village Studios has an established process for active screening that is communicated to anyone entering the home.

- a) Anyone entering the home (including visitors) must be actively screened to be permitted entry, including for outdoor visits (see June 27, 2022 MOH Screening Tool for minimum active screening requirements and exemptions) (See Appendix D).
- b) Screening will be completed using whosonlocation now app either by using the QR code posted at reception or by using the iPad also located at reception.
- c) Any visitor who fails active screening will not be allowed to enter the residence (as applicable), will be advised to follow current case and contact recommendations, and will be encouraged to be tested.
- d) Visitors who do not pass screening will not be permitted access, unless:
 - a. It cannot be assured that resident care can be maintained if the visitor's entry were refused, assessed on a case-by-case basis by the residence.
 - b. Exemptions to active screening apply to: First responders, visitors for imminently palliative residents, and individuals with post-vaccination symptoms, who are not required to pass screening but must remain masked and maintain physical distance from other residents and staff. Exception does not apply to visitors for imminently palliative residents who failed screening due to federal quarantine requirements.
- e) Visitor entry and screening results (including Safety Review) will be documented and retained for at least 30 days to support contact tracing. **(See Appendix D).**

2. Safety Review - General Visitors and Personal Care Service Providers

- a) Prior to visiting any resident for the first time, and at least once every month thereafter, the residence should ask General Visitors and Personal Care Service Providers, regardless of their vaccination status, to verbally attest that they have:
 - i. Read/Re-Read the following documents:
 - The residence's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - ii. Watched/Re-watched the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and
 - [How to Hand Wash](#).
- b) Safety review screening will be documented and retained for at least 30 days **(See Appendix D)**.

3. Safety Review - Essential Visitors

- a) If the residence is **declared in outbreak**, prior to visiting any resident for the first time, the residence may provide training to Essential Caregivers, and Support Workers who are not trained as part of their service provision or through their employment. Training must address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. If the residence does not provide the training, Essential Caregivers and Support Workers must be directed to appropriate resources from [Public Health Ontario](#) to acquire this training.
- b) For homes **not in outbreak**, prior to visiting any resident for the first time, and at least once every month thereafter, the residence will ask Essential Caregivers and Support Workers to verbally attest that they have:

- i. Read/Re-Read the following documents:
 - The residence’s visitor policy; and
 - Public Health Ontario’s document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - ii. Watched/Re-watched the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and
 - [How to Hand Wash](#).
- c) Safety review screening will be documented and retained for at least 30 days **(See Appendix D)**.

Note Regarding Asymptomatic Testing

Testing requirements outlined in the Letter of Instructions issued by the Chief Medical Officer of Health were lifted effective March 14, 2022. Per [RHRA](#), at this time, asymptomatic screen testing of visitors is no longer required however homes may wish to continue at their discretion.

Personal Protective Equipment

Visitors must wear PPE as required in MOH’s COVID-19 Guidance: LTCH/RH for PHUs.

1. Essential Visitors

- a) Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors.
- b) The residence may provide access to PPE for Essential Caregivers if they are unable to acquire PPE independently, including to medical (surgical/procedure) masks, eye protection (e.g., face shields or goggles) and any additional PPE when providing care to residents who are isolating on Droplet and Contact Precautions.
- c) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must follow staff reminders and coaching on proper use of PPE.
- d) Per Directive #3, Essential Visitors must wear a medical mask for the entire duration of their shift/visit, both indoors and outdoors, and eye protection when providing care to residents with suspect/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area, regardless of their COVID-19 vaccination status.

2. General Visitors and Personal Care Service Providers

- a) All General Visitors and Personal Care Service Providers must wear a medical mask for indoor visits are responsible for bringing their own mask. General Visitors are not required to wear a mask while outdoors.
- b) General Visitors and Personal Care Service Providers must attest to having read the documents and watched the videos on PPE, as noted above.
- c) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors must follow staff reminders and coaching on proper use of PPE.

Social Gatherings and Organized Events

Per the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022), all social gatherings and organized events must include the following measures:

- Participants of social gatherings and organized events in the residence are subject to the physical distancing (2 metres) and masking requirements.

- Classes and social activities should be limited to ventilated rooms (e.g., with open windows and HEPA air purifiers).
- The number of participants should be based on the capacity of the location where the activities will take place and should allow sufficient space for physical distancing between participants.

Communal Dining

Per the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022), participants of communal dining are subject to:

- Physical distancing and masking requirements
- Frequent hand hygiene is recommended for all visitors.

See TVS Communal Dining Policy for more information.

Retirement Home Tour Requirements

Prospective residents/visitors may be offered in-person, targeted tours of suites at any time. These tours must adhere to the following precautions:

- All tour participants are subject to the General Visitor screening and PPE requirements outlined in the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022) (e.g., active screening, wearing a medical mask, IPAC, maintaining physical distancing).
- All in-person tours should be paused if the residence goes into outbreak, unless permitted by the local PHU.

Discontinuation of Visits/Refusal of Entry

1. Trinity Village Studios has requirements in place for visitor compliance with visiting policies and a process to notify residents and visitors that failure to comply with their visiting policies may result:
 - Operationally and physically independent means that there are separate entrances and no mixing of residents or staff between the retirement home and the long-term care home.
 - Discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. This must include a way to assess refusal of entry on a case-by-case basis
2. All visitors to the residence are expected to comply with the visiting policy. Failure to comply with the residence's visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by the Retirement Manager or Designate.
3. The Visitor and resident will be notified in writing and more education provided; then escalated if continual non-compliance. If continual non-compliance occurs the visitor will be asked to leave, incident documented and future visits discontinued. Visitor will have to complete all required Public Health education as per this document and will have to show the Manager that they are fully aware of what is required of them before they will be allowed to schedule further visits. If non-compliance occurs again after further education the visits will be discontinued indefinitely.

Complaints Process

1. If a visitor has a complaint about the administration of the residence's visiting policies, they will be directed to share their complaint by phone or email with the Retirement Manager or COO. Concerns may be escalated to the RHRA via email or phone. This process is documented in the Information Package for Visitors.

Accessibility Considerations

The residence is required to meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005.

Revision History:

Original Date: June 6, 2020

Revision Date(s): Sept 2020, Oct 2020, Dec 2020, May 2021, July 2021, Sept 2021, May 2022, Aug 2022

Appendixes and Related Documents:

Appendix A - Information Package for Visitors

Appendix B - Signage for Visitors

Appendix C - Visiting Schedule

Appendix D - Visitor Screening

Appendix E – COVID-19 Waiver of Liability, Declaration, & Indemnity Agreement Template

Appendix F – Essential Caregiver Designation Form

Appendix G – MSAA Visitor Signage

TVS Policy – Covid-19 Communal Dining

TVS Policy – Covid-19 Vaccination Program

References:

COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes. (June 27, 2022)

Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022)

MOH's COVID-19 Guidance: LTCH/RH for PHUs. (June 27, 2022)

Appendix A – Information Package for Visitors

Note Visitor Requirements Identified Herein:

As part of Trinity Village's policy on visits during COVID-19, all residents, families, visitors and staff will be provided with this information package, including education on all required protocols. Visitor restrictions are based on the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022) and the MOH's COVID-19 Guidance: LTCH/RH for PHUs. (June 27, 2022).

Compliance with Policy

All visitors must review the Information Package for Visitors prior to their visit and comply with visiting procedures. Public health measures, as well as all applicable laws, must be practiced at all times regardless of whether or not an individual has received a COVID-19 vaccine and/or is up to date with COVID-19 vaccines. Failure to comply with the residence's visiting policies may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by the Retirement Manager or Designate.

Limiting Movement in the Residence

All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All visitors will be actively screened to be permitted entry. Visitors will not be permitted access if they do not pass screening, unless an exemption applies as noted in this policy (e.g., first responders, visitors for palliative end-of-life residents, if resident care cannot be maintained as assessed by the residence).

The number of visitors per resident are set out in the residence's visiting policy. The local public health unit (PHU) may advise further restrictions on visitors in part or all of the residence depending on the specific situation. Visitors must abide by any restrictions imposed by a PHU, which override any requirements or permissions in this policy if there is a conflict.

Residents who are isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

Complaints Process

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact the Retirement Manager at 519-896-3112 ext. 300 and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with the residence's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email (info@rhra.ca) and/or phone (1-855-275-7472).

Physical Distancing

Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.

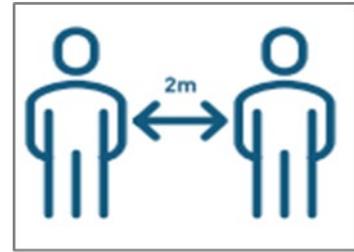
Physical distancing also means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings

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- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g., older adults and those in poor health)



Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors.

All visitors must comply with the residence's protocols on physical distancing.

Things to avoid

 Non-essential trips outside your home	 Hugging or shaking hands	 Crowds or gatherings	 Visiting friends
 Sharing food or utensils	 Engaging in group activities or sports	 Visiting popular destinations	 Play dates, parties or sleepovers

Read more about physical distancing [here](#)
(Source: Public Health Ontario)

Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing or sneezing.

Respiratory etiquette must be practiced by all visitors during all visits on the residence property to reduce the risk of COVID-19 transmission.

Following these steps is important:

 1. Cover your mouth and nose when you cough, sneeze or blow your nose.	 2. Put used tissue in the garbage.
 3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.	 4. Clean your hands with soap and water or hand sanitizer (minimum 70% alcohol-based).

Read more about respiratory etiquette [here](#) (Source: Public Health Ontario)

Hand Hygiene

Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

- **Handwashing** with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

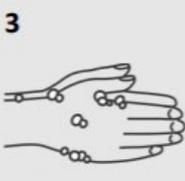
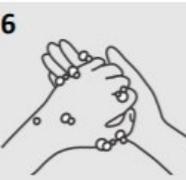
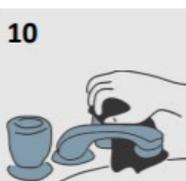
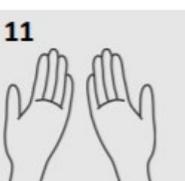
All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or sanitize your hands at the end of the visit as well.

Follow these steps:

How to wash your hands



Wash hands for at least 15 seconds

1  Wet hands with warm water.	2  Apply soap.	3  Lather soap and rub hands palm to palm.	4  Rub in between and around fingers.
5  Rub back of each hand with palm of other hand.	6  Rub fingertips of each hand in opposite palm.	7  Rub each thumb clasped in opposite hand.	8  Rinse thoroughly under running water.
9  Pat hands dry with paper towel.	10  Turn off water using paper towel.	11  Your hands are now clean.	

Video: [How to Hand Wash](#)

Read more about hand hygiene [here](#)
(Source: Public Health Ontario)



Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

All visitors must follow the residence’s infection and prevention control protocols (IPAC), including proper use of masks.

IPAC practices include:

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control
8. Vaccination program

Read more about best practices for infection prevention and control [here](#) (Source: Public Health Ontario)

Use of Personal Protective Equipment (PPE)

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19. Prior to visiting any resident in a home declared in outbreak for the first time, the residence should provide training to Essential Caregivers and Support Workers who are not trained as part of their service provision or through their employment. Training must address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. If the residence does not provide the training, it must direct Essential Caregivers and Support Workers to appropriate resources from Public Health Ontario to acquire this training.

Essential Visitors:

- Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors.
- The residence may provide access to PPE for Essential Caregivers if they are unable to acquire PPE independently, including to medical (surgical/procedure) masks, eye protection (e.g., face shields or goggles) and any additional PPE when providing care to residents who are isolating on Droplet and Contact Precautions.
- The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must follow staff reminders and coaching on proper use of PPE.
- Essential Visitors must wear a medical mask for the entire duration of their shift/visit, both indoors and outdoors, and eye protection when providing care to residents with suspect/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area, regardless of their COVID-19 vaccination status.

General Visitors and Personal Care Service Providers:

- All General Visitors and Personal Care Service Providers must wear a medical mask for indoor visits and are responsible for bringing their own mask. General Visitors are not required to wear a mask while outdoors.
- Must attest to having read the documents and watched the videos on PPE required as part of the safety review.
- The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed.
- Must follow staff reminders and coaching on proper use of PPE.

Public Health Ontario:

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

Videos:

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[Taking off Mask and Eye Protection](#)

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 2 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



World Health Organization

Source: World Health Organization ([Non-Medical Fabric Mask](#)) *Poster modified to 2 metres

HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →



- Wash your hands before touching the mask
- Inspect the mask for tears or holes
- Find the top side, where the metal piece or stiff edge is
- Ensure the colored-side faces outwards
- Place the metal piece or stiff edge over your nose
- Cover your mouth, nose, and chin
- Adjust the mask to your face without leaving gaps on the sides
- Avoid touching the mask
- Remove the mask from behind the ears or head
- Keep the mask away from you and surfaces while removing it
- Discard the mask immediately after use preferably into a closed bin
- Wash your hands after discarding the mask

Don'ts →



- Do not Use a ripped or damp mask
- Do not wear the mask only over mouth or nose
- Do not wear a loose mask
- Do not touch the front of the mask
- Do not remove the mask to talk to someone or do other things that would require touching the mask
- Do not leave your used mask within the reach of others
- Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 2 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



Source: World Health Organization ([Medical Mask](#)) *Poster modified to 2 metres

Appendix B – Signage for Visitors

**Visits with Your Loved Ones
During COVID-19**

Expectations for Visits

Staying connected with others and the outdoors is important for everyone’s well-being. To ensure the safety of residents and the whole retirement home community, all general visitors, and essential visitors as applicable, must adhere to the following restrictions as per Ontario’s Chief Medical Officer of Health MOH’s COVID-19 Guidance: LTCH/RH for PHUs (June 27, 2022) and the Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario (June 24, 2022).

The residence has established visiting procedures to meet the health and safety needs of residents, staff, and visitors. Please refer to the RHRA and other guidance measures for more information on the latest policies related to visiting procedures.

The following requirements must be met for visits to happen, as applicable:

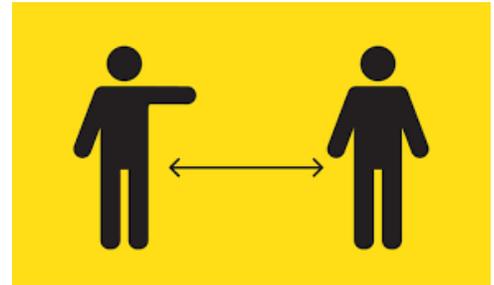
- Visitors must pass the screening process every time they visit and will not be permitted entry, unless an exception applies per the residence’s policy
- Visitors must comply with Trinity Village Studios infection and prevention control protocols (IPAC) which includes:
 - Visitors must wash/sanitize hands before and after each visit
 - Visitors must practice physical distancing (2 metres/6 feet apart) as applicable
 - Visitors must wear PPE required by the policy

Residents who are not isolating may receive Essential Visitors, General Visitors, and Personal Care Service Providers, if they are not living in the outbreak area of a home. Residents who are isolating under Contact and Droplet Precautions may only receive Essential Visitors.

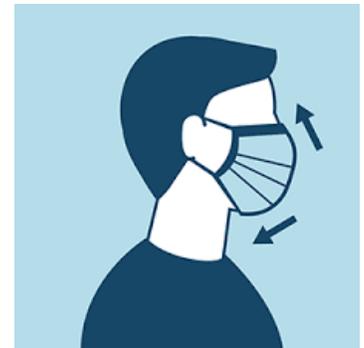
Appendix B – Signage for Visitors

Guidelines for Outdoor Visits During COVID-19

- Practice physical distancing
- Keep at least 2 metres or 6 feet apart



- Wearing a mask (medical or non-medical) at all times is a MUST
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit



Trinity Village STUDIOS

Appendix C - Sample Visiting Schedule

Per the Retirement Homes Policy to Implement Directive #3, general visits should be booked in advance.

Name of Residence:		Date:		
Visiting Hours:	From:	To:		
Time	Resident Name Suite #	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident
9:00 – 9:45 am				
Clean and Disinfect				
10:00-10:45 am				
Clean and Disinfect				
11:00 – 11:45 am				
Clean and Disinfect				
12:00-12:45 pm				
Clean and Disinfect				
1:00 – 1:45 pm				
Clean and Disinfect				
2:00 – 2:45 pm				
Clean and Disinfect				
3:00 – 3:45 pm				
Clean and Disinfect				
4:00 – 4:45 pm				
Clean and Disinfect				
5:00-5:45 pm				
Clean and Disinfect				
6:00 – 6:45 pm				
Clean and Disinfect				

Appendix D – Visitor Screening

SAMPLE COVID-19 ACTIVE SCREENING TOOL – VISITORS

This tool may be used for all visitors: Essential Visitors (Support Workers and Essential Caregivers), General Visitors and Personal Care Service Providers. Active screening once at the beginning of visit is required, however, first responders must be permitted entry without screening in emergency situations.

Please have the visitor answer the following questions:

1.	<p>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. Select "No" if all of these apply:</p> <ul style="list-style-type: none"> • 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). 		
	Do you have one or more of the following symptoms?	Yes	No
	Fever and/or chills - <i>Temperature of 37.8^o Celsius/100^o Fahrenheit or higher</i>		
	Cough or barking cough (croup) - <i>Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have</i>		
	Shortness of breath - <i>Not related to asthma or other known causes or conditions you already have</i>		
	Decrease or loss of smell or taste - <i>Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have</i>		
	Muscle aches/joint pain - <i>Unusual, long-lasting (not related to a sudden injury, fibromyalgia, or other known causes or conditions you already have)</i>		
	If you received a COVID-19 and/or flu vaccination in the last 48 hours and are experiencing mild muscle aches/joint pain that only began after vaccination, select "No."		
	Fatigue - <i>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</i>		
	If you 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."		
	Sore throat - <i>Painful or difficulty swallowing (not related to post-nasal drip, acid reflux, or other known causes or conditions you already have)</i>		
	Runny or stuffy/congested nose - <i>Not related to seasonal allergies, being outside in cold weather, or other known causes or conditions you already have</i>		
	Headache - <i>New, unusual, long-lasting (not related to tension-type headaches, chronic migraines, or other known causes or conditions you already have)</i>		
	If you 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."		
	Nausea, vomiting and/or diarrhea - <i>Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have</i>		
2.	In the last 14 days, have you travelled outside of Canada AND are currently required to be in quarantine per the federal quarantine requirements*?	Yes	No
3.	Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)? This can be because of an outbreak or contact	Yes	No

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	tracing.		
4.	<p>In the last 10 days (regardless of whether you are currently self-isolating 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>Select “No” if:</p> <ul style="list-style-type: none"> • You completed your isolation period after testing positive for COVID-19 in the last 90 days (using a rapid antigen, rapid molecular or PCR test); and/or <p>Your close contact is isolating because of COVID-19 symptoms but has already received a negative PCR or rapid molecular test, or two negative rapid antigen tests, 24-48 hours apart.</p>	Yes	No
5.	<p>In the last 10 days (regardless of whether you are currently self-isolating or not), have you tested positive including on a rapid antigen test or a home-based self-testing kit?</p> <p>If you have since tested negative on a lab-based PCR test, select “No.”</p>	Yes	No
6.	<p>Do any of the following apply:</p> <ul style="list-style-type: none"> • You live with someone who is currently isolating because of a positive COVID-19 test • You live with someone who is currently isolating because of COVID-19 symptoms • You live with someone who is isolating while waiting for COVID-19 test results <p>Select “No” if:</p> <ul style="list-style-type: none"> • You completed your isolation period after testing positive for COVID-19 in the last 90 days (using a rapid antigen, rapid molecular or PCR test); and/or • Your household member is isolating because of COVID-19 symptoms but has already received a negative PCR or rapid molecular test, or two negative rapid antigen tests, 24-48 hours apart. 	Yes	No
7.	<p>Do you agree to abide by the health and safety practices contained in Directive #3 and the Retirement Homes Policy to Implement Directive #3?</p>	Yes	No
	<i>Proceed to Safety Review as applicable.</i>		

Screening Passed (P):

If the individual answers **NO to #1-6**, they have passed the screening and can enter the home. They need to wear a mask to enter the residence and should be told to self-monitor for symptoms.

The visitor must follow all public health measures in the home as required, including hand hygiene, physical distancing and masking or wearing PPE, as appropriate, and be told to self-monitor while in the home and report any symptoms immediately.

Screening Failed (F):

- A.** If the individual answers **YES to any question #1-6**, they have not passed the screening and should not be permitted entry unless they are up to date on their COVID-19 vaccinations or visiting an imminently palliative resident (exception does not apply if they failed screening due to federal quarantine requirements). They will be advised that they should self-isolate (if applicable), ideally at home, and if experiencing symptoms, call their health care provider or Telehealth Ontario (1-866-797-0000) to get advice or an assessment, including if they need a COVID-19 test.
- B.** If the individual answers **YES to question #1**, they should be advised to self-isolate and not leave their home

except to get tested, visit a clinical assessment centre, or for a medical emergency. If they test positive for COVID-19, they must isolate for at least 5 days from the day symptoms began, and not enter the retirement home for at least 10 days after developing symptoms.

- C. If the individual answers **YES to question #2**: they must follow federal guidelines. If they were told to quarantine, they must isolate for 14 days immediately after return.
- D. If the individual answers **YES to question #3**: they should be advised to self-isolate and not leave their home except to get tested, visit a clinical assessment centre, or for a medical emergency. They must isolate as per provincial guidance or the instructions from the health care provider or public health unit, and not enter the retirement home for 10 days after symptom onset or last day of exposure.
- E. If the individual answers **YES to question #4**: they are required to wear a mask and self-monitor for symptoms for 10 days after their last exposure to the isolating individual, and they are not permitted entry to the retirement home for 10 days after their last exposure.
- F. If the individual answers **YES to question #5**: they are required to self-isolate for at least 5 days from the date of the positive test. They are not permitted entry to the retirement home for 10 days after positive test date.
- G. If the individual answers **YES to question #6**:
- If they are under 18 years old and fully vaccinated or over 18 years old and have received a COVID-19 booster dose, they should wear a mask and self-monitor for symptoms for 10 days after exposure, and they are not permitted entry to the retirement home for 10 days after their last exposure to the isolating individual.
 - If they do not meet any of the criteria above, they must self-isolate while the person with symptoms/positive test result isolates, and they are not permitted entry to the retirement home for 10 days after their last exposure to the isolating individual.
- H. **Exceptions to failing screening:**
- First responders – must be permitted entry without screening in emergency situations
 - Visitors for imminently palliative residents – must be screened prior to entry, but if they fail screening, they must be permitted entry but the residence will ensure that they wear a medical (surgical/procedural) mask and maintain physical distance from other residents and staff. This exception does not apply to visitors for imminently palliative residents who failed screening due to federal quarantine requirements.
 - Essential visitors who are up to date on their COVID-19 vaccinations as per the Guidance for Employers Managing Workers with Symptoms within 48 Hours of COVID-19 or Influenza Immunization document

Note: The residence will maintain a record of the date/time that workers were in the residence and their contact information. This information may be requested by public health for contact tracing. The residence will maintain visitor logs of all visits to the residence. The visitor log must include, at minimum, the name and contact information of the visitor, time and date of the visit, and the purpose of the visit (e.g., name of resident visited). These records should be maintained for a period of at least 30 days.

Please refer to the June 27, 2022 Ministry of Health COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes. Refer to the Ministry of Health’s Management of Cases and Contacts of COVID-19 in Ontario (June 2, 2022) in adapting your screening tool and keeping it up to date with the latest signs/symptoms.

SAMPLE COVID-19 SAFETY REVIEW – VISITORS

Essential Visitors

A. Residence declared in outbreak:

Prior to visiting any resident for the first time, the Essential Caregiver/Support Worker verbally attests that they have:

i. Received training* on proper use of PPE (i.e., how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene)	Yes	No
--	-----	----

*training provided by residence, or individual directed to Public Health Ontario resources

B. Residence not in outbreak:

Prior to visiting any resident for the first time, and at least once every month thereafter, the Essential Caregiver/Support Worker verbally attests that they have:

1.	Read/Re-Read the following documents:		
	I. The home's visitor policy	Yes	No
	II. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	I. Putting on Full Personal Protective Equipment	Yes	No
	II. Taking off Full Personal Protective Equipment	Yes	No
	III. How to Hand Wash	Yes	No

General Visitors and Personal Care Service Providers

Prior to visiting any resident for the first time, and at least once every month thereafter, the General Visitor/Personal Care Service Provider verbally attests that they have:

1.	Read/Re-Read the following documents:		
	III. The home's visitor policy	Yes	No
	IV. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	IV. Putting on Full Personal Protective Equipment	Yes	No
	V. Taking off Full Personal Protective Equipment	Yes	No
	VI. How to Hand Wash	Yes	No

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Appendix E - Sample COVID-19 WAIVER OF LIABILITY, DECLARATION, & INDEMNITY AGREEMENT

You are choosing to visit, perform contracted services at, or return to your residence at a senior living and retirement community. You acknowledge and agree that YOU DO SO AT YOUR OWN RISK, including the increased risk of contracting or transmitting the COVID-19 virus, or a variant thereof. You understand and acknowledge that COVID-19 may be present. Trinity Village Studios is taking prudent steps to implement and enforce appropriate protocols to keep residents and visitors safe, but we cannot assure you that you will not contract or transmit the COVID-19 virus.

By executing this Agreement, you agree that you will conform to any and all directives, recommendations, and protocols implemented by Trinity Village Studios, for the entire duration of your attendance, whether you are a visitor, contractor, or a resident. Visitors and contractors agree that you will not enter Trinity Village Studios under any circumstances if you feel unwell, have a fever, exhibit a cough, are experiencing any other symptoms associated with COVID-19, or have any reason to believe you have been exposed to same. Residents agree that you will notify Trinity Village Studios staff prior to your return if you are experiencing any symptoms of COVID-19, if you have not adhered to COVID-19 safety protocols established by local Government and health authorities in the place you are returning from, and you will adhere to any self-isolation or testing/tracing protocols implemented by Trinity Village Studios staff.

Visitors and contractors further agree that, throughout the duration of your attendance at Trinity Village Studios, you will:

- Participate in active screening (including a Safety Review as applicable);
- Practice hand hygiene;
- Wear a mask at all times, as applicable;
- Practice physical distancing;
- Refrain from any close contact with others;
- Remain in designated visiting areas, as applicable;
- Inform staff immediately upon experiencing any symptoms related to COVID-19.

In consideration of being allowed to enter, or return to Trinity Village Studios (subject to the guidelines or requirements of the *Ontario Ministry of Health and the Ministry for Seniors and Accessibility*), you ACKNOWLEDGE and AGREE that Trinity Village Studios WILL NOT BE LIABLE TO YOU IN ANY WAY if you contract or transmit COVID-19 as a result of your visit or stay at Trinity Village Studios, including any subsequent physical or psychological symptoms that you may experience. Further, if you, your child, another visitor, a resident, or anyone on behalf of same, make(s) a claim against Trinity Village Studios as a result of your contraction or your transmission of COVID-19, YOU WILL INDEMNIFY, SAVE AND HOLD Trinity Village Studios HARMLESS from any liability, damage, cost, litigation expense, loss, or fees which Trinity Village Studios may incur as a result of such claim.

By completing and submitting this Agreement, you confirm that you have read and understand it, and that you are aware that you are waiving legal rights against (*Name of residence*), INCLUDING THE RIGHT TO SUE:

Name / Signature of Visitor or Contractor (circle which one): _____/_____

Name / Signature of Resident(s): _____/_____

Name of Visiting Child/Children (if applicable): _____/_____/_____

Date: _____

AGREEMENT IN FULL FORCE AND EFFECT FOR ENTIRE DURATION OF ATTENDANCE AT Trinity Village Studios

Appendix F– Essential Caregiver Designation Form

Designation of Essential Caregiver(s) Under COVID-19 Visitor Policy

Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident). There are two categories of Essential Visitors: Support Workers and Essential Caregivers.

An Essential Caregiver is a type of Essential Visitor who is **designated by the resident** or, if the resident is unable to do so, **their substitute decision-maker (SDM)**. Essential Caregivers visit to provide care to a resident. This includes supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. Examples of Essential Caregivers include family members who provide care, a privately hired caregiver, paid companions, and translators.

A resident may designate an external care provider as an Essential Caregiver even though that individual would also be considered a Support Worker.

Essential Caregivers may be designated per resident **in writing using this form**. Any subsequent changes will also be documented using this form.

Note: In order to limit infection spread, a resident and/or their SDM may be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to:

- A change in the resident’s care needs that is reflected in the plan of care; and/or
- A change in the availability of a designated Essential Caregiver, either temporary (e.g., illness) or permanent.

Caregiver Responsibilities:

- All visitors must comply with the residence’s visiting policy and procedures. Failure to comply with the visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high.
- Prior to visiting any resident, visitors must follow screening requirements, including active screening, and safety review as applicable.
- If improper PPE practices are alleged or observed, the Essential Visitor must follow staff reminders and coaching on proper use of PPE.

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Resident's Name: _____	Suite #: _____
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Designated By: <input type="checkbox"/> Resident / <input type="checkbox"/> SDM Resident's Signature (if applicable): _____ SDM's Signature (if applicable): _____ Date Signed: _____	
<u>CHANGE OF DESIGNATED CAREGIVER(S): (if applicable)</u>	
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Essential Caregiver: _____ Relationship to Resident: _____ Phone #: _____ Email: _____	
Designated By: <input type="checkbox"/> Resident / <input type="checkbox"/> SDM Resident's Signature (if applicable): _____ SDM's Signature (if applicable): _____ Date Signed/Changes Take Effect: _____	

Appendix G – MSAA Visitor Signage

All signs can be downloaded and printed here:

<https://www.orcaretirement.com/wp-content/uploads/RetirementHomes-Visitors Posters-EN-FINAL->

Compassionate Care
Visits During COVID-19

This retirement home is currently experiencing an outbreak of COVID-19.

If you are an essential visitor, you may still be allowed to visit the home. You will have to be screened every time you are on the premises and before entry. Essential visitors include those performing essential support services (e.g., food delivery, inspector, maintenance, or health care services, such as mobile X-ray or foot care) or a person visiting a very ill or palliative resident.



For everyone's protection, you must wear a mask or face covering for all outside visits. You must wear a surgical mask for all inside visits. You are required to bring your own face covering or surgical mask. You must wear your equipment at all times.



Please maintain physical distancing, where possible.

Our staff may advise you of additional requirements. You must follow their directions — for the safety of residents, staff, and you.

Visit ontario.ca/coronavirus

Welcome to our home.

Our retirement home is currently free from COVID-19.

Before you can visit, you must answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, we may be forced to discontinue future visits.

Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.

Wear a mask. Bring your own cloth mask or face covering for outdoor visits. You are also required to bring your own surgical mask for indoor visits. **You must wear your mask at all times during the visit.**

Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that washrooms will not be available to guests during these visits.

Maintain physical distance. For everyone's safety, please avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.

Clean your hands (again). Before you leave, clean your hands thoroughly using hand sanitizer. If you're wearing a surgical mask please dispose of it in receptacle provided.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.



Visit ontario.ca/coronavirus

Welcoming Visitors to Your Home During COVID-19

For visits to resume, your home must first meet ALL of the requirements on this checklist.

- Your home is NOT currently in outbreak
- You have a process for communicating with residents, families and staff about visits and associated procedures
- You have information for every visitor that provides clear directions on safety precautions, including:
 - Physical distancing
 - Respiratory etiquette
 - Hand hygiene
 - Infection prevention and control practices (IPAC)
 - Proper use of personal protective equipment (PPE), and
 - Limiting movement around the home
- You are responsible for ensuring visitors comply, and for establishing an approach to dealing with non-adherence to your home policies and procedures, including the discontinuation of visits.
- Your staff must administer an active screening questionnaire to all visitors and take their temperature. As part of this screening, visitors must attest that they:
 - Do not have symptoms (either typical or atypical) of COVID-19
 - Have not been exposed to COVID-19
- You have prepared a designated, outdoor visiting area that supports physical distancing.
- Visitors visiting residents must wear a face mask or cloth mask if visiting outdoors, or a surgical mask if visiting indoors. They are required to bring their own masks and homes are not required to provide them.
- You have protocols in place to maintain the highest of Infection Prevention and Control standards before, during and after visits.



Visit ontario.ca/coronavirus

Welcome to our home.

Our retirement home is currently free from COVID-19.

Before you visit, you must answer a series of screening questions. For the safety of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, we may be forced to discontinue future visits:



Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. Bring your own cloth mask or face covering for outdoor visits. You are also required to bring your own surgical mask for indoor visits. **You must wear your mask at all times during the visit.**



Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas. Please note that washrooms will not be available to guests during these visits.



Maintain physical distance. For everyone's safety, avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.



Clean your hands (again). Before you leave, clean your hands thoroughly using a hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

Visit ontario.ca/coronavirus

Welcome to our home.

Our retirement home is currently free from COVID-19.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.



Visit ontario.ca/coronavirus