

June 10, 2021

**TO: EVERYONE**  
**FROM: PANDEMIC TEAM**  
**RE: CLOC VISITOR GUIDELINES**

### **STATUS UPDATE: JUNE 8, 2021**

- Provincial 'Stay-at-Home' Order has been lifted
- COVID-19 Roadmap to Reopen introduced (Appendix D)
- Non-essential visits – outdoor only; must be approved, scheduled and supervised
- Outdoor visits – maximum of 5 people permitted; must be approved, scheduled and supervised
- Essential visits – all essential visits to be approved, scheduled and supervised
- Essential overnight visits – must be approved and scheduled and are required to follow enhanced precautions for 14 days upon return
- Short stay absence and outings – limited to health and essential activities only (e.g. medical, dental appointments, pre-approved outings) – must be approved, scheduled and supervised

### **STATUS UPDATE: JUNE 9, 2021**

- Brief physical contact with visitors: see Appendix E for details
- Recreational Activities - see Short Stay Absences for details

#### **CHANGES TO THIS PROTOCOL**

This protocol may change at any time, based on direction from the Public Health and/or the Ministry of Children Community and Social Services (MCCSS). Changes to this protocol are reflected in the yellow 'status' box above.

## **OUTBREAK STATUS**

Visits will only be permitted if there is no outbreak of COVID-19 at the CLOC location where the visit is requested to take place or where the person receiving supports and services through CLOC resides. If there is an outbreak of COVID-19, all requested/pending visits will be cancelled.

## **SUPERVISING VISITS**

The requirement to have staff supervise visits will be managed on a case-by-case basis.

## **FAILURE TO COMPLY**

Visitors who fail to comply with CLOC's visiting protocols risk discontinuation of visits.

These protocols have been created for the health, safety and wellbeing of the people receiving supports and services through CLOC, their families, visitors, and the staff who support them.

## **PRE-VISIT PLANS**

The Short Term Absence Visit Plan (Appendix A) and Overnight Visit Plan (Appendix B) are used when submitting a request prior to scheduling any and all visits and outings.

## **SCHEDULING VISITS**

All visits, both indoor and outdoor, must be approved by supervisor and Operations Manager, and scheduled in advance. Location staff will initiate the planning process. Any questions or concerns will be directed to the Pandemic Team.

There are no set visiting hours; the time of visit is reasonably flexible and is based on the needs of the person receiving supports and services through CLOC, their staff and visitor.

## **TYPES OF VISITORS**

CLOC recognizes three types of visitors.

### ***Essential Visitors***

- Performs essential services to support services, e.g. food delivery, phlebotomy, maintenance, family or volunteers providing care services, social service workers and other health care services required to maintain good health, inspectors from the Ministry or Public Health, or a person visiting a very ill or palliative resident.
- Necessary to maintain the health, wellness and safety of a person receiving support and services through CLOC.
- The Short Term Absence Visit form is not required for essential visitors who support the operation of CLOC (i.e. contractors, recurring medical providers, etc.), however pre-screening and on-site screening is completed.
- 'Essential Visitors' must be preapproved by supervisor and Operations Manager.

### ***Before visits:***

1. Staff provides the visitor with CLOC's Screening link - Health Q electronically.
2. Staff provides information as well as the status of any outbreak in the location.
3. Staff provide all visitors with information on Infectious Preventative Control procedures including PPE, hand hygiene and social distancing (Appendix C).
4. Staff schedule in advance with the location and approved by supervisor and Operations Manager; consult pandemic team only as necessary, and have availability for adequate staff support.
5. The visit must have a defined and agreed upon timeframe.

### ***The day the visit takes place:***

1. All essential visitors must complete and pass the CLOC Pre-screening assessment on the Health Q site either on their personal device or on the tablet kiosk at the location.
2. The visitor presents the Health Q green pass screen to the staff. If they are unable to present the pass screen, they are to complete the screening on the tablet Kiosk at the location. The staff takes visitors temperature and ensures it is in range, and records it on the Fire Safety/Location Sign in sheet.
3. If the initiating staff member is not meeting the visitor on site, alternate staff member(s) are notified.
4. The Pre-screening document is kept on the Health Q site and dashboard. This dashboard distributed electronically to the location supervisor and the Rapid Response Team.
5. Appropriate PPE is worn by the visitor as determined by the nature of the visit. All essential visitors must wear procedure/surgical mask and eye protection, and if providing direct care where 6 feet/2 meters is not maintained they must also wear gloves and any other required PPE i.e., gowns.

6. PPE for the visitor is provided by staff. Visitors are provided and expected to use procedure/surgical masks, eliminating any possible substandard face coverings. A face shield is provided to the visitor unless they have their own eye protection (safety glasses, goggles or face shield). Prescription glasses do not provide adequate eye protection.
7. Staff ensure visitors use hand sanitizer upon entry and exit.
8. Staff identify the visitation area.
9. Any non-adherence to CLOC's infection prevention and control policies, may be ground for discontinuation of visits.
10. Staff members sanitize the following prior to and upon completion of visit:
  - a. The tablet if used to complete screening
  - b. The pen used for sign in
  - c. The visiting area
  - d. The eye protection, if provided by CLOC,

### ***Designated Visitors***

- A person receiving supports and services through CLOC (or their family member/substitute decision-maker) may appoint up to two (2) "unrestricted" ***designated visitors***
- CLOC asks that appointments are scheduled to avoid wait times and allow for adequate staffing support.

Outdoor visits are still preferred in the interest of everyone's health and safety. An indoor visit is considered on a case-by-case basis where environmental and social conditions can accommodate.

1. There must be ample separate space available for the visit.
2. Social distancing of 6 feet/2 meters apart must be adhered to.
3. The needs of all the people residing in the home must be taken into consideration.
4. There must be adequate staffing available to support the visit.

### ***Non-Essential Visitor***

- Provides non-essential services, who may or may not be hired by the person receiving supports and services through CLOC (or their family/substitute decision-maker and/or for social reasons). Non-essential visitors are required to schedule an appointment prior to visiting the location.
- Family member or friends who provides social interaction

Outdoor visits are still preferred in the interest of everyone's health and safety. An indoor visit is considered on a case-by-case basis where environmental and social conditions can accommodate.

1. There must be ample separate space available for the visit.
2. Social distancing of 6 feet/2 meters apart must be adhered to.
3. The needs of all the people residing in the home must be taken into consideration.
4. There must be adequate staffing available to support the visit.

*Before the visit takes place:*

1. Employees must complete the COVID-19 Short Term Absence Visit Plan or Overnight Visit Plan when planning for the visit.
2. Staff provides the visitor with CLOC's Screening link - Health Q electronically.
3. Staff provides information as well as the status of any outbreak in the location.
4. Staff provide all visitors with information on Infectious Preventative Control procedures including PPE, hand hygiene and social distancing (Appendix C).
5. Staff schedule in advance with approval from the location supervisor and Operations Manager, consult pandemic team only as necessary, and have availability for adequate staff support.
6. Group maximums must be in line with provincial guidelines. (see Appendix D)
7. The visit must have a defined, agreed upon timeframe.

*The day the visit takes place:*

1. All essential visitors must complete and pass the CLOC Pre-screening assessment on the Health Q site either on their personal device or on the tablet kiosk at the location.
2. The visitor presents the Health Q green pass screen to the staff. If they are unable to present the pass screen, they are to complete the screening on the tablet Kiosk at the location. The staff takes visitors' temperature and ensures it is in range, and records it on the Fire Safety/Location Sign in sheet.
3. If the initiating staff member is not meeting the visitor on site, alternate staff member(s) are notified.
4. The Pre-screening document is kept on the Health Q site and dashboard. This dashboard is distributed electronically to the location supervisor and the Rapid Response Team.
5. Appropriate PPE is worn by the visitor as determined by the nature of the visit. All visitors must wear procedure/surgical mask and eye protection, and if providing direct care where 6 feet/2 meters is not maintained they must also wear gloves and any other required PPE i.e., gowns.
6. PPE for the visitor is provided by staff. Visitors are provided and expected to use procedure/surgical masks, eliminating any possible substandard face coverings. A face shield is provided to the visitor unless they have their own eye protection (safety glasses, goggles or face shield). Prescription glasses do not provide adequate eye protection.
7. Staff ensure visitors use hand sanitizer upon entry and exit.
8. Visits will be cancelled if there is an outbreak declared at the home, change in health, or another emergency, or inadequate staffing support is available for the visit.
9. Staff will identify the visitation area.
10. Staff must be available to transfer people supported out of and into the visitation area, and remain within visual contact of the visitor and person supported for the full duration of the visit.
11. Any concerns regarding the visit must be documented in an incident report and a call made to the supervisor/on call.

12. Appropriate PPE is worn by the visitor as determined by the nature of the visit. All visitors must wear procedure/surgical mask and eye protection. This PPE is provided by staff to the visitor.
13. Social distancing of remaining 6 feet/2 meters apart must be adhered to.
14. People residing in the home wear masks (face coverings if they are able to wear one.)
15. The needs of all the people residing in the home must be taken into consideration, regarding their acceptance of visitors.
16. Staff members sanitize the following prior to and upon completion of visit:
  - a. The tablet if used to complete screening
  - b. The pen used for sign in
  - c. The visiting area
  - d. The eye protection if provided by CLOC
17. Recommended to limit visitor access to washrooms. (Area must be sanitized before and after use)
18. Access to all other areas of the building is prohibited.
19. Any non-adherence to CLOC's infection prevention and control policies, may be ground for discontinuation of visits.

#### **SHORT STAY ABSENCES AND OUTINGS (RECREATION)**

- Example: haircut, shopping, outing with friends/family, errands, appointments
- Short stay absences and outings may be changed or cancelled, without notice, based on Public Health and/or MCCSS direction
- Residents are permitted to leave the congregate living setting for a short-stay (i.e. same day) absence in the community in alignment with provincial parameters as outlined in the Re-Opening Ontario Act and related orders.
- This will now include recreational outings (activities for pleasure) in addition to essential absences (e.g. work, school, medical appointment, physical exercise).

The following criteria must be met:

1. The person supported must pass an active screening for signs and symptoms of and potential exposure to COVID-19 every time they re-enter the congregate living site, in addition to being required to be screened twice daily. If the person doesn't pass screening, the site isolation plan is followed.
2. The person supported performs proper hand hygiene upon exit and entry of the residential location and is assisted by staff when support is required.
3. Hand hygiene must be performed (using hand sanitizer regularly including upon entry/exit of building / spaces and after touching objects) while in the community. The person receiving support must be capable of completing this or supports are in place to ensure this is completed.
4. The person supported wears a face covering/mask (cloth mask is acceptable) when entering indoor spaces or when they are within 6 feet/2 meters of others in outdoor spaces. In addition, the person supported is encouraged to adhere to physical distancing practice as much as

possible as well as adhere to any current local public health unit advise related to local conditions and requirements.

- a. Note: if one of the exceptions for masking outline in regulations under Reopening Ontario (A Flexible Approach to COVID-19) Act, 2020 applies to the person supported, they are not required to wear a mask.
5. Staff need to assist the person supported to obtain a face covering/mask and facilitate how to use the mask during the short-stay absence.
6. As much as possible, people supported should avoid crowded indoor places, and interactions with multiple people. It is recommended that people receiving support use outdoor patios or use take out and have picnic outdoors. Masks should only be removed indoors to eat or drink, and then immediately put back on.
7. While it is recommended that CLOC staff accompany the individual, staff may not be required to attend if their direct support is not required for safety and wellbeing. Each request/plan for short stay absence/outing without staff, must be approved by Supervisor and Operations Manager.
8. The family / friend must read, and agree to follow CLOC's Visitors Guidelines and the infection, prevention and control procedures outlined.

## ESSENTIAL OVERNIGHT ABSENCES

- Example: extended visit to home of family or friend, hospital admissions, etc.

An essential overnight absence (e.g. to a family home is one considered necessary to maintain health, wellness and safety, or any applicable rights, of a person receiving residential services). All initial essential overnight absences/visits must:

1. Be arranged **at least 48 hours** in advance
2. Be approved by the Pandemic Team, in order to assess risk and develop risk mitigation plans.
3. The family / friend must read, and agree to follow CLOC's Visitors Guidelines and the infection, prevention and control procedures outlined.
4. If ongoing essential overnight absences are established the supervisor and Operations Manager need to approve each absence.
5. New or subsequent outings must be reviewed and approved by the Pandemic team when there is a change to the outing (length of time, location, etc.).

A person receiving residential supports within a congregate living setting who is returning from an essential overnight absence, must upon return, follow enhanced precautions for 14 days post, including:

1. Pass an active screening, before entering the home.
2. If the person supported doesn't pass screening then the isolation plan is followed.
3. Only receive visitors outdoors and follow the outdoor visit protocol during the 14 days.
4. Be monitored for symptoms.
5. Avoid using common areas; however, if a common area cannot be avoided, they must use a face covering/mask.
6. Limit contact with other people being supported within the residence.
7. Only participate in group activities if physical distancing is maintained (6 feet/2 meters) and use of a face covering/mask.

8. Practice proper hand hygiene by washing hands often using soap or alcohol-based hand sanitizer.
  9. Adhere to respiratory etiquette. and,
  10. Continue to follow appropriate physical distancing guidelines and any local Public Health guidelines or directions.
- When people receiving supports and services through CLOC are away, they must follow these protocols:
    - Practice good hand hygiene and respiratory etiquette
    - Wear a face covering when not able to maintain physical distancing of 6 feet/2 meters, or as required by law. (CLOC will supply/make available, disposable masks.)
    - Avoid crowded indoor/outdoor interactions with others, while away from home
    - Continue following physical distancing measures
  - People receiving supports and services through CLOC must 'screen out' before leaving for the overnight absence, and must complete active screening (including temperature check) upon return
  - Overnight absences may be changed or cancelled, without notice, based on Public Health and/or MCCSS direction.

## **INDOOR VISITS**

- Indoor visits are only permitted in designated spaces. Some locations do not have adequate separate spaces and therefore indoor visits are not possible
- There is a maximum of one visit permitted at a time
- Visitor(s) must pass screening process outlined above
- All indoor visits must be scheduled by location staff and approved by supervisor and Operations Manager
- Visitors will not have access to washrooms
- Visitors must;
  - Pass active screening (including temperature check)
  - Screen out at the end of the visit, and immediately depart
  - Wear a procedure/surgical mask and eye protection, for the duration of the visit
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the person receiving supports and services through CLOC
- People receiving supports and services through CLOC must;
  - Pass active screening (including temperature check)
  - Wear a face covering. (CLOC will supply/make available, disposable masks.)
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the visitor
- All indoor visits spaces will be thoroughly disinfected before and after every visit

## **OUTDOOR VISITS**

- Outdoor visits will be held weather dependent
- Visits are only permitted in designated spaces



- Outdoor visits must be scheduled by staff at the location and approved by the supervisor and Operations Manager
- Visitors will not have access to washrooms
- Visitors must;
  - Pass active screening (including temperature check) at the front desk and proceed directly to the outdoor visiting space
  - Screen out at the end of the visit, and immediately depart the property
  - Wear a procedure/surgical mask and eye protection, for the duration of the visit
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the people receiving supports and services through CLOC
- People receiving supports and services through CLOC must;
  - Pass active screening (including temperature check) in their location
  - Wear a medical face covering when inside the building to the visit location, and for the duration of the visit
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the visitor

## **ESSENTIAL VISITS**

- Essential visits must be scheduled location staff and approved by supervisor and Operations Manager
- Essential visitors must;
  - Pass active screening (including temperature check)
  - Screen out at the end of the visit, and immediately depart the building
  - Wear a procedure/surgical mask and eye protection for the duration of the visit
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the people receiving supports and services through CLOC
- People receiving supports and services through CLOC must;
  - Pass active screening (including temperature check)
  - Wear a face covering . (CLOC will supply/make available, disposable masks.)
  - Sanitize hands before and after the visit
  - Maintain physical distance of 6 feet/2 meters from the visitor

## **TRANSPORTATION**

Person supported will be required to sanitize hands before and after riding in a vehicle. Public transportation is strongly discouraged however if using public transportation, user must follow the recommended public transit protocols; including wearing a mask at all times.

## **STAFF RESPONSIBILITIES**

All upcoming visits are documented in the Communication Book to be accompanied with the COVID-19 Short Term Absence Visit Plan or Overnight Visit Plan form. All visits must follow the visitor guidelines and maximum allowable numbers must be maintained at all times.

Staff complete the COVID-19 Short Term Absence Visit Plan or Overnight Visit Plan form and identify responsibilities for planning, and overseeing the visit.

Staff is required to monitor the person supported, after visits, short stay absences or Essential Overnight Absences, for any development of symptoms. If symptoms develop, staff will follow the reporting protocol.

## APPENDIX A



### COVID-19 SHORT TERM ABSENCE and VISIT PLAN

**PERSON/LOCATION:** \_\_\_\_\_

**RELATIONSHIP to PERSON:** \_\_\_\_\_

**Start** Date/time: \_\_\_\_\_

**End** Date/time: \_\_\_\_\_

**Submitted by:** \_\_\_\_\_

Request and Rationale:	
Short Term Absence or Visit Plan:	
Team Recommendation:	
<b>APPROVAL/DECLINE</b>	<b>Approve      Decline</b>
Supervisor:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/> <input type="checkbox"/>
Operations Manager:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/> <input type="checkbox"/>
(when required) Pandemic Team:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/> <input type="checkbox"/>

COVID-19 SHORT TERM ABSENCE and VISIT PLAN CHECKLIST		
Pre-Visit Checklist		
	DATE:	SIGNATURE:
Send CLOC Screening – Health Q link to visitors to complete		
Ensure visitor receives and agrees to CLOC's Visitor Guidelines		
Ensure staff who are on shift at time of visit are made aware of the details		
What type of visit is this: Essential indoor Outdoor Essential overnight (separate form <b>COVID-19 OVERNIGHT VISIT PLAN</b> )		
Identified risks: Can the person wear a mask? ..... Social distance? ..... Physical distance? ..... Perform required hand hygiene? ..... Describe supports required and environmental supports needed to ensure health and safety related to COVID-19.	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are the needs of the people residing in the home taken into consideration? ..... What are the impacts?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
What environmental (including space) and support needs are required for this visit/outing?		
Are there risks that can't be reduced? Please identify areas of concern. ....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Recommendations for risk reduction: <i>Share all the information with the visitor</i> <ul style="list-style-type: none"> <li>- Location of visit (if not taking place at group home)</li> <li>- CLOC staff may transport the person supported to and from visits away from their group-living location if &amp; when necessary-</li> <li>- Family members need to wear a surgical mask provided by CLOC and appropriate eye protection. Please verify that they have their own eye protection, otherwise one will be provided for them.</li> </ul> <i>For visits on CLOC site;</i> <ul style="list-style-type: none"> <li>- outdoor visits will have to be rescheduled if the weather does not permit and all visits will be cancelled if there is an outbreak or presumptive case of COVID-19.</li> <li>- Physical distance (of 6 feet/2 meters) must be maintained throughout the entire visit.</li> <li>- The visitor will need to complete the CLOC-screening Health Q prior to arriving for their visit or utilized the tablet kiosk on site</li> </ul>		
Day of Visit Checklist		
Ensure no visit occurs if there is an outbreak or presumptive case of COVID-19 unless absolutely essential and approved by the Pandemic Team.		
Disinfection of sign-in area (pen, tablet has occurred prior to use and after use? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Disinfection of visiting area has occurred if onsite visit?.....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Has the visitor passed the screening process outlined above? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>If the answer is "No", do not proceed with the visit.</b>		
Was visitor temperature taken - as outlined above & documented? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Did you ensure visitor used hand sanitizer? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Did you provide the visitor(s) with surgical mask (and appropriate eye protection as required) – to be worn during the visit.....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Staff will schedule their day so that break is not happening during this family visit.		
Did staff escort visitor to the designated visiting area as appropriate? .....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Did staff provide visit supervision and ensure social distancing and IPAC policies followed?.....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no to above was Supervisor contacted and an - Incident Report completed?.....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Was hand hygiene-completed by person supported at beginning of the visit?.....	Yes <input type="checkbox"/> No <input type="checkbox"/>	

## APPENDIX B



### COVID-19 OVERNIGHT VISIT PLAN

**PERSON/LOCATION:** \_\_\_\_\_

**RELATIONSHIP to PERSON:** \_\_\_\_\_

**Departure Date/time:** \_\_\_\_\_

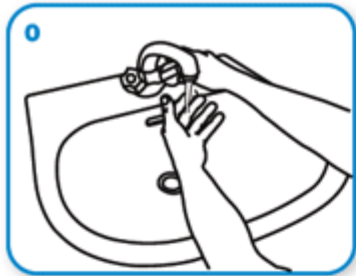
**Return Date/time:** \_\_\_\_\_

**Submitted by:** \_\_\_\_\_

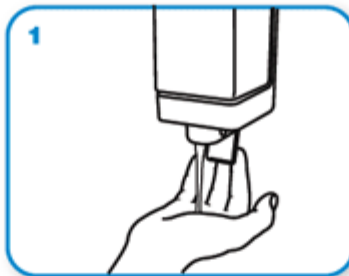
Request and Rationale:		
Overnight Visit Plan:		
Team Recommendation:		
<b>APPROVAL/DECLINE</b>	<b>Approve</b>	<b>Decline</b>
Supervisor:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/>	<input type="checkbox"/>
Operations Manager:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/>	<input type="checkbox"/>
(when required) Pandemic Team:  Signature: _____ Date: _____ Comments:	<input type="checkbox"/>	<input type="checkbox"/>

COVID-19 OVERNIGHT VISIT PLAN CHECKLIST		
Pre-Visit Checklist		
	DATE:	SIGNATURE:
Send CLOC Screening – Health Q link to visitors to complete		
Ensure visitor receives and agrees to CLOC’s Visitor Guidelines		
Ensure staff who are on shift at times of departure and return are made aware of details		
What type of visit is this: Essential overnight		
Identified risks: Can the person wear a mask? ..... Social distance? ..... Physical distance? ..... Perform required hand hygiene? ..... Describe supports required and environmental supports needed to ensure health and safety related to COVID-19.	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	
What environmental (including space) and support needs are required for this visit/outing?		
Are there risks that can’t be reduced? Please identify areas of concern. ....	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Recommendations for risk reduction: <i>Share all the information with the visitor</i> <ul style="list-style-type: none"> <li>- Location of visit (if not taking place at group home)</li> <li>- CLOC staff may transport the person supported to and from visits away from their group-living location if &amp; when necessary-</li> <li>- Family members need to wear a surgical mask provided by CLOC and appropriate eye protection. Please verify that they have their own eye protection, otherwise one will be provided for them.</li> </ul> <i>For visits on CLOC site;</i> <ul style="list-style-type: none"> <li>- outdoor visits will have to be rescheduled if the weather does not permit and all visits will be cancelled if there is an outbreak or presumptive case of COVID-19.</li> <li>- Physical distance (of 6 feet/2 meters) must be maintained throughout the entire visit.</li> <li>- The visitor will need to complete the CLOC-screening Health Q prior to arriving for their visit or utilized the tablet kiosk on site</li> </ul>		
Day of Visit Checklist		
Ensure no visit occurs if there is an outbreak or presumptive case of COVID-19 unless absolutely essential and approved by the Pandemic Team. Disinfection of sign-in area (pen, tablet has occurred prior to use and after use? ..... Disinfection of visiting area has occurred if onsite visit?..... Has the visitor passed the screening process outlined above? ..... <b>If the answer is “No”, do not proceed with the visit.</b> Was visitor temperature taken - as outlined above & documented? ..... Did you ensure visitor used hand sanitizer? ..... Did you provide the visitor(s) with surgical mask (and appropriate eye protection as required) – to be worn during the visit..... Staff will schedule their day so that break is not happening during this family visit. Did staff escort visitor to the designated visiting area as appropriate? ..... Did staff provide visit supervision and ensure social distancing and IPAC policies followed? ..... If no to above was Supervisor contacted and an - Incident Report completed? ..... Was hand hygiene-is-completed by person supported at beginning of the visit? .....	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>  Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>  Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	

## PROPER HANDWASHING TECHNIQUE



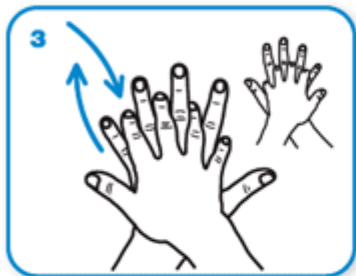
Wet hands with water



apply enough soap to cover all hand surfaces.



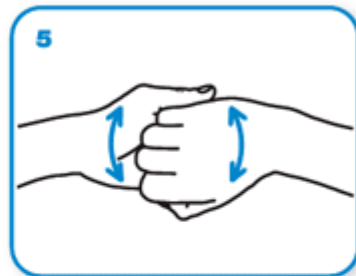
Rub hands palm to palm



right palm over left dorsum  
with interlaced fingers  
and vice versa



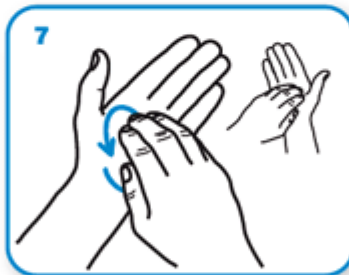
palm to palm with fingers  
interlaced



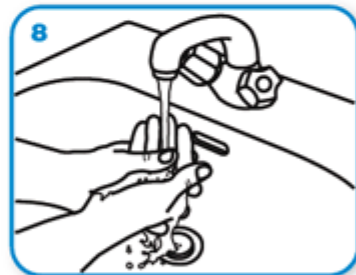
backs of fingers to opposing  
palms with fingers interlocked



rotational rubbing of left thumb  
clasped in right palm  
and vice versa



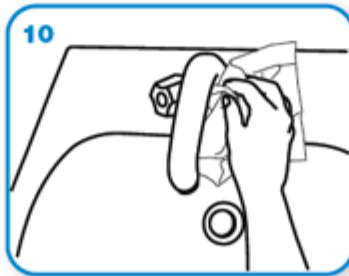
rotational rubbing, backwards  
and forwards with clasped  
fingers of right hand in left  
palm and vice versa.



Rinse hands with water



dry thoroughly with a single  
use towel



use towel to turn off faucet



...and your hands are safe.



# Help prevent the spread of COVID-19

## Practise Physical Distancing



**When possible, maintain at least a 2 metre (6 feet) distance from others.**

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

**[durham.ca/novelcoronavirus](https://durham.ca/novelcoronavirus)**

If you require this information in an accessible format, contact 1-800-841-2729.





## COVER YOUR COUGH

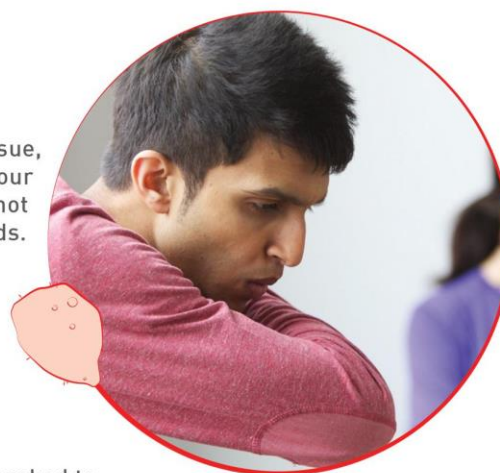
Stop the spread of **germs** that can make you and others sick!



Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



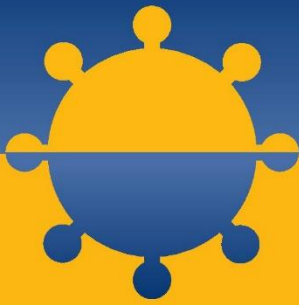
You may be asked to put on a facemask to protect others.



Wash hands often with soap and warm water for 15 seconds. If soap and water are not available, use an alcohol-based hand rub.



For more information please contact Public Health Ontario's Infection Prevention and Control Department at [ipac@oahpp.ca](mailto:ipac@oahpp.ca) or visit [www.publichealthontario.ca](http://www.publichealthontario.ca)



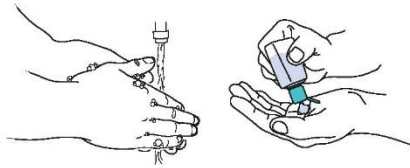
# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



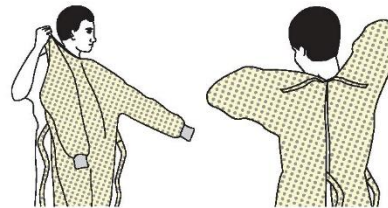
## The 5 steps to Don (put on) Personal protective equipment (PPE)

### 1 Hand hygiene



Clean all surfaces of hands and wrists

### 2 Gown



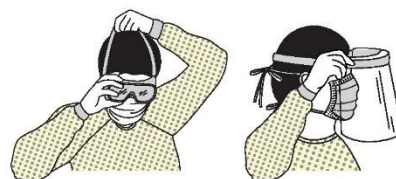
Cover torso and wrap around back, fasten in back of neck and waist

### 3 Surgical/procedure mask



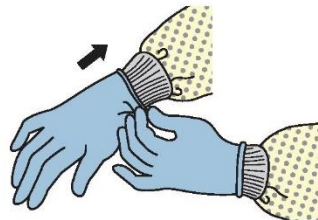
Secure ties at middle of head and neck, fit nose band to your nose and pull bottom down to completely cover chin

### 4 Eye protection



Place goggles or face shield over face and eyes and adjust to fit

### 5 Gloves



Extend to cover wrist of gown



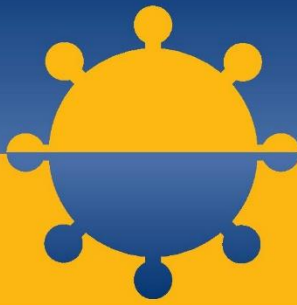
Ministry of  
Health



BC Centre for Disease Control

If you have fever, a new cough, or are  
having difficulty breathing, call 8-1-1.





# Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

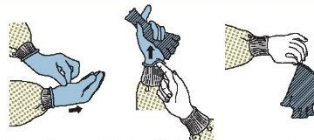


## The 9 steps to Doff (take off) Personal Protective Equipment (PPE)

**Remember to perform hand hygiene between each and every step when doffing**

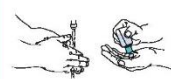


### 1 Gloves



Remember, the outside of gloves are contaminated. Grasp palm area of one gloved hand and peel off first glove. Slide fingers of hand under other glove at wrist and peel off. Discard in regular waste.

### 2 Perform Hand hygiene



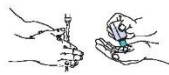
Clean all surfaces of hands and wrists.

### 3 Gown



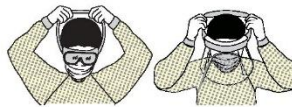
Unfasten ties, pull gown away from neck and shoulders, touching ONLY the inside of the gown. Turn gown inside out and roll into a bundle. Discard in regular waste or soiled linen cart.

### 4 Perform Hand hygiene



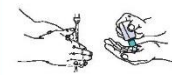
Clean all surfaces of hands and wrists.

### 5 Goggles or face shield



Do NOT touch the front of them. Discard in regular waste or put in receptacle for reprocessing.

### 6 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 7 Mask or N95 Respirator



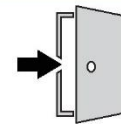
Grasp ties or elastics at back and remove WITHOUT touching the front. Discard in regular waste or in receptacle for reprocessing.

### 8 Perform Hand hygiene



Clean all surfaces of hands and wrists.

### 9 Exit Room



AFTER performing hand hygiene (cleaning all surfaces of hands), exit room.

**STOP**

**If at any time during this process you become concerned that you may have contaminated your hands, STOP and do hand hygiene an additional time.**



Ministry of Health



BC Centre for Disease Control

**If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.**





## ROADMAP TO REOPEN ONTARIO



The Ontario government, in consultation with the Chief Medical Officer of Health, has released its Roadmap to Reopen, a three-step plan to safely and cautiously reopen amenities, with restrictions in place, effective May 22, 2021 at 12:01 a.m.

The Roadmap to Reopen is guided by the following principles:

**Step One** An initial focus on resuming outdoor activities with smaller crowds where the risk of transmission is lower

**Step Two** Further expanding outdoor activities and resuming limited indoor services with small numbers of people where face coverings are worn.

**Step Three** Expanding access to indoor settings, with restrictions, including where there are larger numbers of people and where face coverings can't always be worn.

The province will remain in each step for at least 21 days. At the end of the 21 days, the following vaccination thresholds will have to be met for the province to advance to the next step.

**Step 1:** 60 per cent of adults vaccinated with one dose.

**Step 2:** 70 per cent of adults vaccinated with one dose and 20 per cent vaccinated with two doses.

**Step 3:** 70 to 80 per cent of adults vaccinated with one dose and 25 per cent vaccinated with two doses.

## APPENDIX E

### BRIEF PHYSICAL CONTACT WITH VISITORS

- Residents and visitors, regardless of vaccination status, are permitted to engage in brief physical contact (e.g. a hug) during indoor or outdoor visits. This includes essential and non-essential visitors.
- The requirement for visitors to wear eye protection and a surgical/procedure mask at all times remains in place.
- Despite masking exemptions, where feasible, residents are strongly encouraged to wear a surgical/procedure mask also.

- Non-essential visitors must maintain physical distance (6 feet/2 meters) before and after physical contact.

## Appendix: Summary of Permitted Visitor & Recreational Activities by Community Risk Continuum (updated June 2021)

	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
<b>Visits</b>  Note: In addition to the guidelines below, all indoor and outdoor visitors must always wear a minimum of a surgical/procedure mask AND eye protection when entering a congregate living setting.				
<b>Essential</b> An essential visitor is generally a person who: <ol style="list-style-type: none"> <li>1. Performs essential services to support the ongoing operation of a service agency (including a contractor); and/or</li> <li>2. Considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a congregate living resident.</li> </ol> An essential visitor may include but is not limited to the following: <ul style="list-style-type: none"> <li>• A parent/guardian</li> <li>• Social service workers (e.g. child welfare workers, day program operators etc.)</li> <li>• Health care providers (e.g. doctor, nurse, personal)</li> </ul>	Permitted	Permitted	Permitted	Permitted  Essential visitors who meet the requirements for visitation in outbreak/comprehensive conditions must wear full PPE required for outbreak conditions.
<b>Designated</b>  A resident and/or substitute decision maker may designate up to 2 people at a time as "designated visitors".  Designated Visitors:	Permitted <ul style="list-style-type: none"> <li>• Unsupervised</li> <li>• Brief physical contact (e.g. a hug) permitted</li> </ul>	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges</li> </ul>	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges</li> </ul>	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges</li> </ul>

	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
<ul style="list-style-type: none"> <li>Are not required to schedule an appointment to visit a congregate living setting within provided that their visit is within the site's permitted visitation hours.</li> <li>May be required to wait outside of the congregate living setting if the site is at its maximum visitor capacity.</li> </ul> <p>While appointments are not required it is advised that to schedule an appointment to avoid wait times.</p>	<ul style="list-style-type: none"> <li>Indoor</li> <li>Outdoor</li> </ul>	as appropriate for alternate options.	as appropriate for alternate options.	as appropriate for alternate options.
<p><b>Non-essential</b></p> <p>A non-essential visitor is generally a person who:</p> <ul style="list-style-type: none"> <li>Provides non-essential services, who may or may not be hired by the site or the resident and/or their substitute decision maker; and/or</li> <li>For social reasons (e.g. family members or friends).</li> </ul> <p>Non-essential visits must be scheduled in advance.</p>	<p>Permitted, including:</p> <ul style="list-style-type: none"> <li>Unsupervised</li> <li>Brief physical contact (e.g. a hug) permitted</li> <li>Indoor</li> <li>Outdoor</li> </ul>	<p>Permitted with limitations:</p> <ul style="list-style-type: none"> <li>Supervised only</li> <li>Brief physical contact (e.g. a hug) permitted</li> <li>Indoor</li> <li>Outdoor</li> </ul>	<p>Permitted, with limitations:</p> <ul style="list-style-type: none"> <li>Supervised only</li> <li>Brief physical contact (e.g. a hug) permitted</li> <li>Outdoor visits only</li> <li>Indoor visits suspended</li> </ul>	Non-essential visitor privileges suspended.
<b>Short-term outings or absences</b>				
Health and well-being activities outside of residence (e.g. doctor's appointments, work, school etc.).	Permitted.	Permitted.	Permitted.	<p>Permitted, when:</p> <ul style="list-style-type: none"> <li>authorized by screening for activity and/or public health advice; or</li> <li>essential for medical purposes only</li> </ul>

	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
				and virtual care is not possible.
Recreational activities outside of residence	Permitted.	Permitted.	Permitted.	Suspended.
Day supports	Permitted. Max group size (including staff) is 10 people.	Permitted. Max group size (including staff) is 10 people.	Permitted, when: Max group size (including staff) is 5 people.	Suspended.
Essential overnight absences				
Essential overnight absences <ul style="list-style-type: none"> <li>An essential overnight absence (e.g. to a family home) considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident.</li> </ul>	Permitted.	Permitted.	Permitted.	Suspended.

Important note for open and secure custody/detention youth justice facilities. The Ministry's Youth Justice Division continues to work with key stakeholders on operational guidance with respect to the safety, security and confidentiality of the youth we serve, their families, and employees with a goal of resuming in-person, non-essential visits. Communication will be distributed to all TPRs providing open and secure youth justice services once in-person, non-essential visits can resume.