

Memorandum

To: All CLOC Employees, People Receiving Support and Families

From: Terri Gray, Executive Director

Date: June 10, 2021

Re: Direction for Visits in Congregate Care Settings

Good afternoon CLOC employees and families,

CLOC has received an updated communique from the Ministry of Children, Community and Social Services (MCCSS), providing direction regarding visitor guidelines for the re-opening of congregate care settings. We are very excited that the people CLOC supports in residential settings will be able to see their family and friends again, and are proceeding with caution and ensure that all of the appropriate precautions are in place in order to keep everyone safe from exposure to COVID-19. Within this memo, you will find all of the information needed to guide you through the process of visiting, to ensure that everyone has visits.

MCCSS has instructed that service providers with congregate living settings are to follow the direction provided in the *CLOC Visitor Guidelines*.

This document introduces enhancements to the short stay absences and outings (recreation) and brief physical contact with visitors.

Short Stay Absences and Outings (Recreation) permits residents to leave the congregate living setting for a short stay (i.e. same day) absence in the community, in alignment with the MCCSS Visitor's Guidelines 3.0 document. This will now include recreational outings (activities for pleasure) in addition to essential absences (e.g. work, school, medical appointment, physical exercise).

Brief Physical Contact with Visitors is now permitted (e.g. a hug) for both residents and visitors, regardless of vaccination status. 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.

MCCSS has designated congregate care settings for enhanced precautions. The **ENHANCED** precautions level permits indoor and outdoor visits with essential visitors AND outdoor visits with non-essential visitors. The scheduling of visits should take into consideration the size of the designated visitation area to ensure that physical distancing can be maintained. Every effort will be made to ensure that different groups of visitors are also physically distanced. Due to space constraints at CLOC's residential locations, ALL non-essential visits will be held outdoors, with one family at a time. In order to facilitate these visits, we ask that ALL people (including Essential Visitors) schedule their visit with group home staff, and that visitors do not arrive at locations unannounced.

Recognizing that not all settings have enough outdoor space, these visits may also take place in the general vicinity. Settings should leverage nearby amenities such as local parks or parkettes to enable family and friends to visit residents.

This information is intended for CLOC employees, people receiving support and families, and should be passed along to family members immediately, along with the '**CLOC Visitor Guidelines**' document, for their information.

If a family member requires a paper copy, please contact the location staff who will provide a copy, or Wendy Shaw at 905-576-3011 ext. 330.

Thank you for your attention to this matter. If you have any questions, please address them to your immediate supervisor or designate.

Regards,

A handwritten signature in black ink, appearing to read 'T. Gray', with a stylized flourish at the end.

Terri Gray
Executive Director