



**VISITATION POLICIES
AND
INFORMATION PACKAGE**

Updated May 2024

GENERAL VISITATION POLICY AND INFORMATION

Dear Family and Friends,

There are a number very contagious illnesses that spread quickly from one person to another through contact and droplets. We have seen that once COVID-19 enters a long term care home, the effects can be devastating. We have done our very best to keep your loved ones and our staff protected and safe over the past few years, which unfortunately meant closing the home to visitors at different times to reduce the risk of the disease entering the home.

This has been challenging and stressful for everyone, including the residents. We recognize that families and friends are a vital connection for our residents. The aim of managing visitation is to balance the need to mitigate the risk of infectious diseases with the mental, physical and spiritual needs of residents for their quality of life.

By adhering to the following guidelines, we are allowing residents to see families while putting into place safeguards to try and keep everyone safe to the best of our abilities. We have worked extremely hard to prevent different illnesses from entering the home up until this point but we know despite all best efforts, a long-term care is a communal setting. As such, there exists a risk of spread with infectious diseases. We are desperately seeking a balance to having our residents connect with their family members while mitigating the risks.

Please review the following policy and procedures regarding the visitation;

GENERAL VISITATION REQUIREMENTS

Please note that **ALL** of the following items are necessary and a visit cannot be scheduled unless all of the following criteria are met and agreed to.

1. We currently have three types of visits. E-visits for out-of-town family and friends, Outdoor visits and Indoor Visits.
2. All E-visits will be scheduled ahead of time and available for family who are unable to attend the home due to distance or ability. Please call 905-525-5903 EXT 132 to schedule.
3. General Visitation is allowed if the home is not in active outbreak. If the home has a declared outbreak, general visitations will be suspended during the outbreak. Essential caregivers will be allowed to continue during outbreak, provided Public Health has approved entry.
4. All visitors will be screened upon arrival to the home. Only those who pass screening shall participate in visits with residents.
5. All visitors are asked to self screen themselves for any signs or symptoms of infectious disease. Anyone who is displaying ANY symptoms are asked to postpone their visit and not enter the home.
6. Visitors should read the attached documents on Infection Prevention and Control measure, Hand Hygiene, Proper Use of Personal Protective Equipment (PPE), Donning/Doffing PPE, Physical Distancing and Respiratory Etiquette.
7. Prior to any visitation, ensure that you are feeling well. If you feel at all unwell, or “not your usual” self within the last 10 days, please postpone your visit until another time. Please self

screen regularly for any signs or symptoms of any infectious agent. This is a good rule at any time.

8. Children are welcome in our home and will be allowed provided that they are able to follow instructions and that they wear a mask during the visit, if required. Please use your best judgement on whether or not your child is able to follow instructions and maintain distancing while visiting.
9. All visitors MUST wear a face mask if there is signage posted requiring their use. Masking is strongly recommended at all times. We have medical masks available for visitors to use. We are a mask friendly facility, so some staff, residents and visitors may be wearing masks at different times.
10. When you arrive at the home, please press the button in the front foyer to reach a staff member. The staff member will go through the most up to date screening questions. Please answer all questions each time you visit.
11. Visitors will be required to use the hand sanitizer at the entrance of the building before entering the building.
12. All visitors will remain in the instructed areas during the visit. Visits will only be conducted in this designated area with their resident, as instructed by staff on the day on the visit. Please note that this is fluid, depending upon community activity, what is going on in the home and what is going on with residents. The area to visit in may change from day to day and all visitors are required to follow the instructions from staff.
13. Please remain 2M away from any staff member and/or any other resident while in the building.

Visitor Non-Adherence

Please know that any visitor who does not comply with the above rules will not be able to return for future visitation. The Ministry has placed the responsibility of ensuring all visitors comply with the restrictions on the home. This may include not allowing future access for individuals who do not comply.

Should a visitor not comply with any of the stated requirements the home will reach out to discuss the issue with the visitor. The home will provide the visitor with sufficient time to support the requirement and allow an opportunity for compliance. Should the visitor persist in non-compliance and all reasonable efforts have been exhausted, the visitor will be prohibited from returning. Any decision to revoke visitation will be documented by the home. Please understand that all efforts are made to keep everyone safe in the home given the heightened risk during these unprecedented times.

We are hopeful that this policy brings a bit of balance by ensuring our residents can see their family and loved ones in person while keeping safe as COVID is still circulating in the community. The fear is asymptomatic spread where individuals do not know they have it and may be contagious.

As always, please feel free to email us for general questions and we will respond as appropriate. Please do not email any health-related questions due to privacy rules but if you have a question regarding your loved one, please indicate it in the email and someone will call you back to discuss.

Thank you for helping us keep your loved ones safe!

Administrator

Attachments:

1. General Infection Prevention and Control measures
2. Hand Hygiene (How to Hand Rub and How to Hand Wash)
3. Proper Use of Personal Protective Equipment (PPE) and Donning/Doffing PPE and How to Wear a Face Mask
4. Physical Distancing and Respiratory Etiquette.
5. COVID-19 Symptom List

General Infection Prevention and Control Measures

1. Maintain physical distancing between yourself and others in the home. This means staying six (6) feet away from residents and staff at all times.
2. Practice good Hand Hygiene at all times.
3. Follow all Public Health guidance when NOT visiting our home. Ensure you are wearing a mask in public and maintain your social bubble. Avoid large groups and gatherings. This will reduce the risk that you unknowingly bring it into the home.
4. Limit movement around the home when you are here. Please only visit in the designated area.
5. Avoid touching your faces, eyes, ears, hair and adjusting your glasses. Clean hands before touching your face when required.
6. Wear a mask at all times prior to entering the property. Mask wearing is strongly recommended when entering a long term care home.
7. Screen yourself daily for any symptoms and do not visit if sick or ill.
8. Visit only your loved one, no other residents at this time. Please do not visit staff to chat. Please call into the home if you would like to converse with staff.