

Visiting in retirement during COVID

Visitors play a crucial role in reducing the risk of infection for the safety of residents and team members.

Visiting requirements are guided by policies from the Ministry for Seniors and Accessibility (MSAA) and Retirement Homes Regulatory Authority (RHRA). Co-located retirement homes are to follow the long-term care visitor policy.

Visitors are responsible for adhering to requirements related to screening, infection prevention and control, personal protective equipment and other precautions as described within this package and our visitor policy.

Types of visitors

Essential Caregiver

A resident and/or SDM may designate in writing essential caregivers who support the resident with direct care. This may include assistance with activities of daily living, meaningful connection, decision-making etc. Caregivers must be at least 18 years old. **Example: Family, friend, private caregiver or paid companion.**

Personal Care Services Provider

A person who is not an essential visitor and visits to provide non-essential personal services to residents. Must wear a mask at all times and eye protection when providing services within 2m of a resident not wearing a mask; clean between appointments and keep a record of residents served. **Example: Hair salon, manicure, pedicure, and spa.**

Essential Support Worker

A person brought into the home to perform an essential service for the home or for a resident. **Example: Physician, NP, RD, PT, OT, external care providers hired by the resident, maintenance, etc.**

General Visitor

A person who has not be identified as an essential visitor and is visiting for social reasons or performing a non-essential service. General visitors under the age of 14 should be accompanied by an adult and must follow infection prevention and control protocols. Children under 2 years of age do not count as a visitor. **Example: Family or friends.**

Protecting you and our Village



COVID-19 testing and screening

- Visitors should self-monitor for symptoms prior to visiting the Village. **If feeling unwell, do not visit.**
- Visitors must complete and pass active screening on arrival in order to visit.
- Surveillance testing is an important part of screening for COVID-19 and is available to all visitors.
- Surveillance testing is **required** or those individuals wishing to enter the Village, who are unable to demonstrate proof of full immunization (full vaccine series and 14 days since final dose). This applies to anyone ages 2 and up. Parental consent is required for those under the age of 18. If consent is not given and/or testing is refused, entry into the Village is not permitted and visit must take place outdoors.
- Please note, if you are tested outside the Village, you must show proof of test and result.
- Even after a negative test, please continue to self-monitor for symptoms.
- **If you develop symptoms or receive a positive test result after visiting, please call the Village.**



Washing hands

- Hand washing is the best defence against the spread of infection.
- Wash your hands often. Use an alcohol-based hand rub or soap and running water.
- See page 3 for step-by-step instructions



Physical distancing

- Physical distance of two metres must be maintained between visitors and other residents.
- Brief hugs are now permitted between visitors and the resident they are seeing.



Village access

- Essential caregivers are the only visitors permitted when a resident is in isolation or living in an area of the home in outbreak. In this case, one may visit at a time.
- Otherwise, visitors may visit either indoors or outdoors. Surveillance testing requirements apply for indoor visits.
- Number of visitors may be dependent on space available. Groups should call ahead to ensure visit can be accommodated.



Vaccine

- To protect you and your loved ones, the COVID vaccine is strongly recommended.
- "Fully immunized" means a person has received all doses of the approved vaccine series and it has been at least 14 days since the final dose.
- If a visitor and resident are both fully immunized, they may;
 - have physical contact with each other (i.e., be within 2m, hold hands)
 - essential caregivers may join/support resident in the dining room.



Personal Protective Equipment (PPE)

- Masks must be worn at all times when visiting the Village and for the duration of the visit.
- See page 4 for how to wear a mask.
- Additional PPE is required when residents are on droplet and contact precautions.
- See page 7 for how to don and doff PPE.



Concerned you have COVID-19?

- Separate yourself from others as soon as possible.
- Stay home and follow the advice of your local Public Health.
- Monitor symptoms.
- Get rest and stay hydrated.
- Cover your cough and sneezes.
- Wash your hands often.
- Call ahead to your health care provider if you are ill and seeking medical attention
- Avoid sharing personal items.
- If you have had contact with a loved-one in the Village, please call to let us know.



Additional information

Read the [Retirement Homes Policy to Implement Directive #3](#).

A physical copy is available upon request.

Complaints process

For any concerns regarding the administration of the visiting policy, please contact the Village by telephone or via email. A member of the leadership team will follow up with your concern in a timely manner.

If your concern is not resolved to your satisfaction, you may contact the RHRA by email info@rhra.ca or by phone **1-855-272-7472**.

Summary of requirements

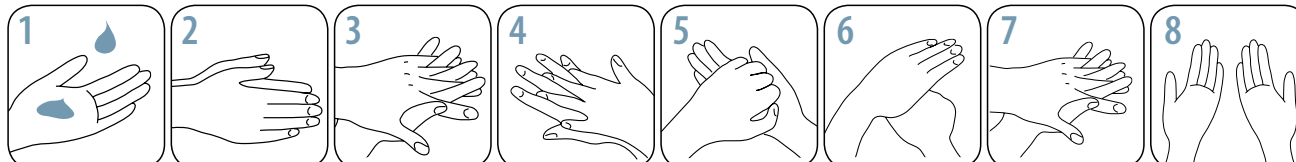
	General Visitor	Essential Caregiver	Essential Support Worker	Personal Care Services Provider
Number of visitors				
Visiting as of July 16	Permitted Numbers may be dependent on space to ensure physical distancing between individuals from different households.		Permitted	Permitted
Resident in isolation	Not permitted	Permitted One at a time	Permitted Number based on Village discretion	Not permitted
Attest at screening to:				
Not being in another home in outbreak or visiting a resident in isolation in last 14 days	N/A	Yes	No	No
Reading or reviewing the visiting policy and education in the last 30 days	Yes	Yes	Yes	Yes

How to handrub (preferred method)



JUST CLEAN
YOUR HANDS

Rub hands for 15 seconds



Apply 1 to 2 pumps of product to palms of dry hands.

Rub hands together, palm to palm.

Rub in between and around fingers.

Rub back of each hand with palm of other hand.

Rub fingertips of each hand in opposite palm.

Rub each thumb clasped in opposite hand.

Rub hands until product is dry. Do not use paper towels.

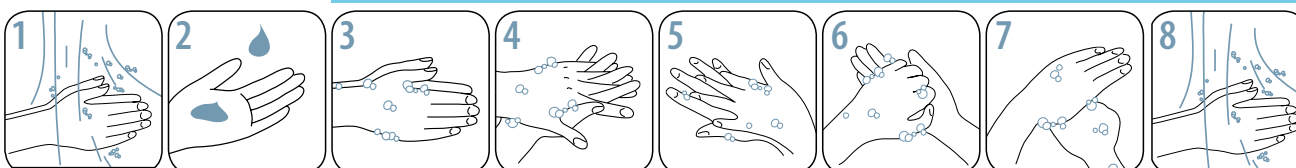
Once dry, your hands are safe.

How to handwash (when hands are visibly soiled)



JUST CLEAN
YOUR HANDS

Lather hands for 15 seconds



Wet hands with warm water.

Apply soap.

Lather soap and rub hands palm to palm.

Rub in between and around fingers.

Rub back of each hand with palm of other hand.

Rub fingertips of each hand in opposite palm.

Rub each thumb clasped in opposite hand.

Rinse thoroughly under running water.



Pat hands dry with paper towel.

Turn off water using paper towel.

Your hands are safe.

For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH.

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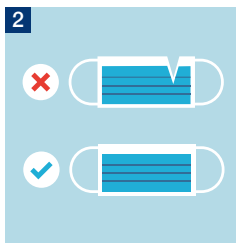
Wearing a mask – do it right

Disposable medical or procedure masks provide protection from transmission of infection through droplets. They are required to be worn for the duration of your visit outdoors. These masks should be thrown away each day or after each visit.

Cloth masks or face coverings are reusable and best used when going out in public to protect yourself and others. When visiting outdoors, a medical/procedure mask or cloth mask/face covering must be worn.



1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



2 Check the new mask to make sure it's not damaged.



3 Ensure colour side of the mask faces outwards.



4 Locate the metallic strip. Place it over and mold it to the nose bridge.



5 Place an ear loop around each ear or tie the top and bottom straps.



6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



7 Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.



8 Do not touch the mask while using it, if you do, perform hand hygiene.



9 Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

Removing the Mask

1 Perform hand hygiene.

2 Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.

3 Discard the mask in a waste container.

4 Perform hand hygiene.



BRITISH
COLUMBIA

Ministry of
Health



BC Centre for Disease Control

Wearing a mask – do it right

Don'ts



Don't wear masks with exhalation valves or vents.



Don't hang mask from your neck or ears.



Don't wear a loose mask.



Don't share your mask.



Don't touch the mask while wearing it.



Don't leave your used mask within the reach of others.



Don't remove the mask to talk to someone.



Don't reuse masks that are damp, dirty or damaged.



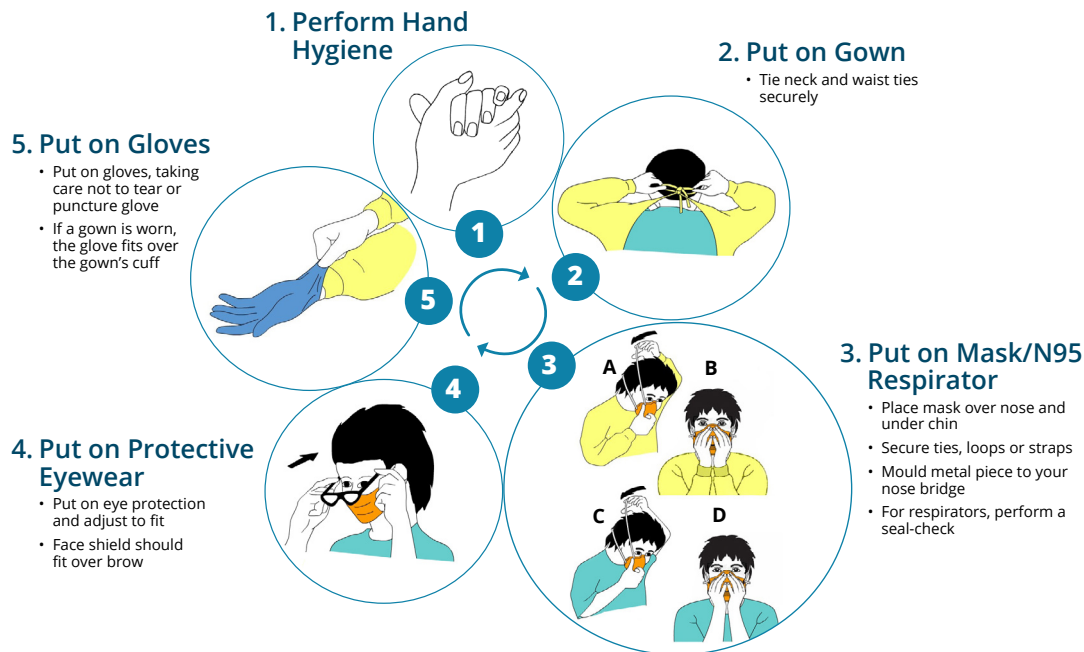
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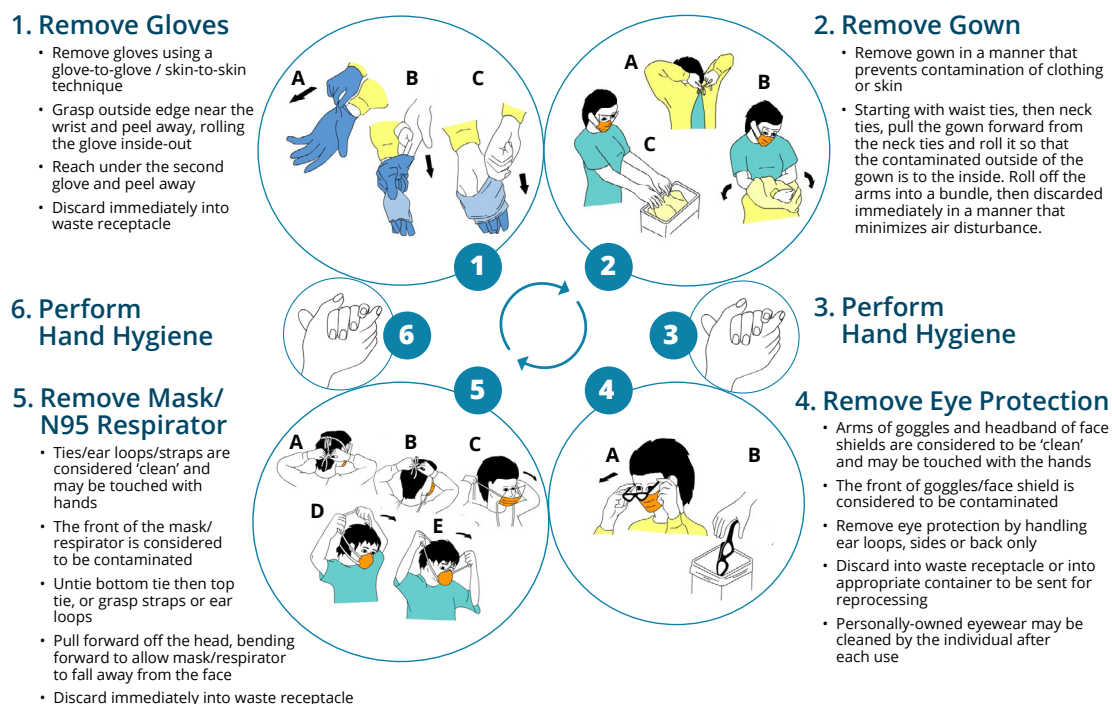
Canada

Putting on PPE

Public Health Ontario | Santé publique Ontario



Taking off PPE



For more information, please contact Public Health Ontario's Infection Prevention and Control Department at ipac@oahpp.ca or visit www.publichealthontario.ca.

Ontario