

Visiting in retirement during COVID

The Ontario Government has implemented temporary enhanced measures in light of increased COVID-19 cases and the highly transmissible Omicron variant. These measures are necessary to provide safety and support to our Residents while balancing their well-being.

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.

To limit the spread of infection, a resident and/or SDM should only change the designation of their Essential Caregiver in limited circumstances including in response to: a change in availability either temporary or permanent, a change in the resident's care needs that is reflected in their plan of care, or do to the vaccination status of the designated Essential Caregiver.

All unvaccinated essential caregivers must show proof of their first dose as of December 20, 2021 and by February 21, 2022, must show proof of all required doses. Any essential caregivers designated after December 14, 2021 are required to be fully vaccinated to enter the building.

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 be fully vaccinated and wear a mask at all times, wear eye protection when providing services within 2 m of a resident not wearing mask. Cleaning must be completed between all 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.

All general visitors must be fully vaccinated to enter the home. Outdoor visits are permitted (where feasible) for unvaccinated individuals. Unvaccinated children under the age of 12 are unable to visit indoors. Children under 1 years of age do not count as a visitor.

Example: Family, friends or prospective resident taking a tour of the Village.

Protecting you and our Village



COVID-19 testing and screening

Visitors must complete and pass active screening on arrival in order to visit.

- Surveillance testing is required as part of the screening process for visitors indoors and outdoors. A negative test is required to enter.
- General Visitors must be fully vaccinated to enter the home. Outdoor visits are permitted (where feasible) for unvaccinated individuals.
- Essential Caregivers must show proof of first dose as of December 20 and by February 21, 2022, must show proof of all required doses.
- Caregivers designated after December 14 are required to be fully vaccinated to gain entry.
- Testing is not required for infants under one year of age.
- Individuals who show proof of a confirmed COVID-19 infection in the past 30 days are exempted from surveillance testing.
- A positive rapid test requires laboratory confirmation using a PCR. Visitor must isolate at home until results received.
- **If you develop symptoms or receive a positive test result after visiting, please call the Village.**



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, fully vaccinated visitors may visit indoors or outdoors. Surveillance testing is required for all visits regardless of location.
- A maximum of 2 people (caregivers and visitors) per resident at a time for indoor visits and 4 people (caregivers and visitors) per resident at a time for outdoor visits.
- A resident and/or their substitute decision maker may not continuously change designation in order to increase the number of people able to enter the Village.
- Caregivers and general visitors may still accompany residents for meals however they are no longer able to eat with the residents and should remain masked for the entire duration of their visit including in the resident's room



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



Vaccine

- It is strongly urged that as soon as possible all visitors get a third/booster dose of COVID-19 vaccine.
- Emerging evidence suggests that three doses of vaccine are significantly more effective against the Omicron variant than two doses.
- "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)



Physical distancing

- Physical distance of two metres must maintained between visitors and other residents.



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**.

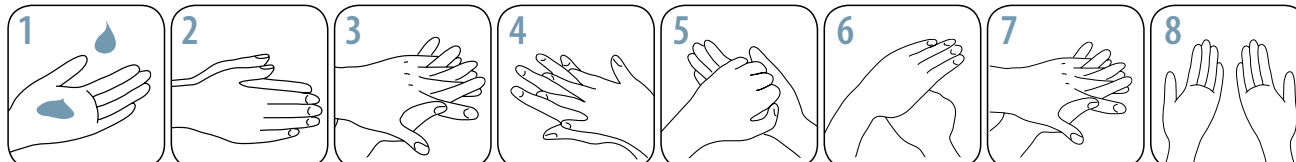
Summary of requirements

	General Visitor	Essential Caregiver	Essential Support Worker	Personal Care Services Provider
Number of visitors				
Visiting as of December 22	Indoors maximum of 2 Outdoors maximum of 4		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)



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.

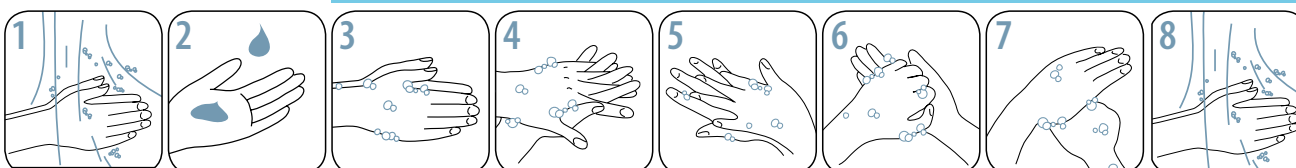
Rub hands until product is dry. Do not use paper towels.

Once dry, your hands are safe.

How to handwash (when hands are visibly soiled)



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.

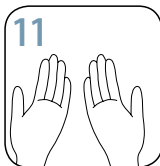
Rinse thoroughly under running water.



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.

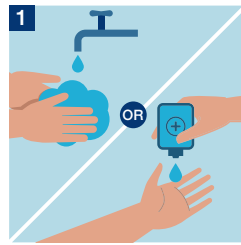
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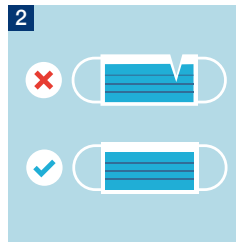
Wearing a mask – do it right

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.

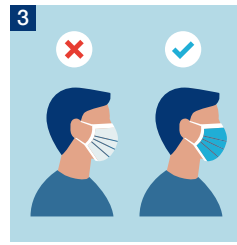
Cloth masks or face coverings are reusable and best used when going out in public to protect yourself and others. When visiting outdoors, a medical/procedure mask or cloth mask/face covering must be worn.



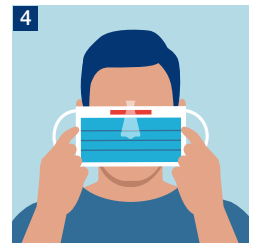
1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



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



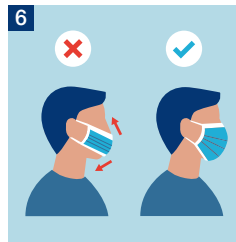
3 Ensure colour side of the mask faces outwards.



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.



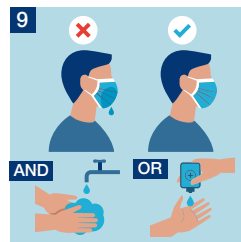
6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



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.



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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.

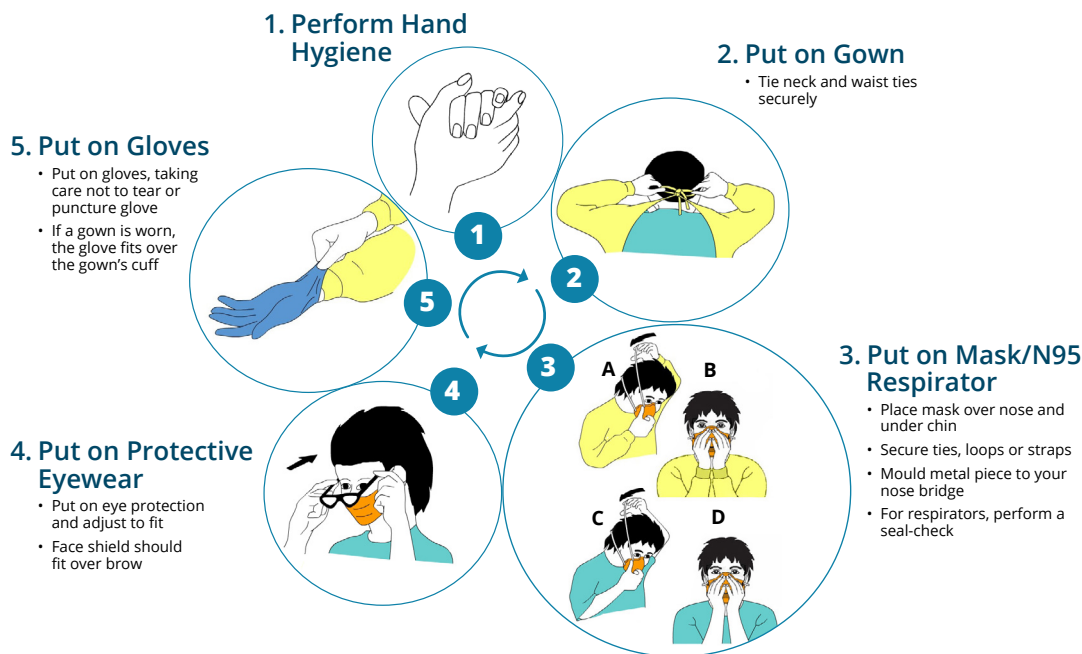


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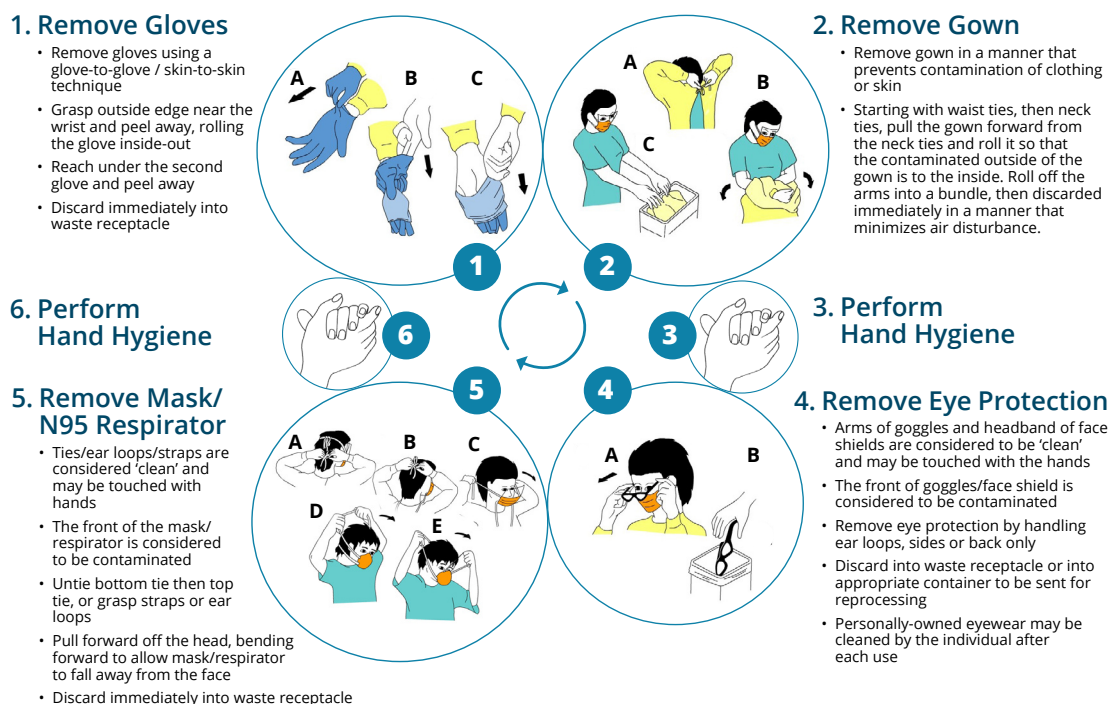
Gouvernement
du Canada

Canada

Putting on PPE



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.