



**Visitor Policy Information Package
2020 - 2021**

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Bay Haven Visitor Policy: Retirement Home and Long-Term Care

Revised March 17th, 2021

Purpose

There is an ongoing need to protect Bay Haven residents and staff from the risk of COVID-19, particularly as some residents, due to advanced age and underlying medical conditions, are more susceptible than the general population to the negative effects of COVID-19. This visitor policy is guided by the following principles:

Safety: Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.

Emotional Well-Being: Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation/confinement syndrome.

Equitable Access: All residents must be given equitable access to receive visitors consistent with their preferences and within reasonable restrictions that safeguard residents.

Flexibility: The physical/infrastructure characteristics of the home, its staffing availability, the current outbreak status of the home, and home supply of Personal Protective Equipment (PPE) are all variables to consider when setting home-specific policies.

Equality: Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate Essential Designated Caregivers.

Background

It is with compassion that Bay Haven recognizes the importance for residents' connection with loved ones and believes this is best achieved through in-person visits. Per Ministry of Health and Long-Term Care guidelines, Bay Haven will follow the requirements for minimum visit frequency and seek to accommodate more visits where possible. Where it is not possible or advisable for visits to occur in person, such as during an outbreak, when the region is in higher levels for public health measures (Orange- Restrict, Red-Control, or Grey-Lockdown), when staffing is insufficient to accommodate visiting, or when a visitor fails screening or is non-compliant with visiting requirements, Bay Haven will continue to provide virtual visiting options.

Bay Haven recognizes that inclement weather conditions and severe temperatures may make outdoor and window visits unsafe. In these inclement conditions, it is vital that residents and their families are given the opportunity to reschedule visits either virtually or, if permitted by current visiting restrictions, indoors.

All visitors will be instructed to adhere to the requirements set out in this policy to ensure the health and safety of all residents, staff, and other visitors, and to allow for the continuity of visits.

These visits support the mental, emotional, physical, and spiritual needs of residents. Visits also increase residents' quality of life by supporting their emotional well-being while also supporting residents in receiving the care they need.

As per directions given in Directive #3 (December 7th, 2020) and the following suggestions from the document *Resuming Visits in Long-Term Care* (Public Health Ontario, September 2nd, 2020), "LTC homes are responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19. Further, homes are responsible for establishing and implementing visiting practices that comply with Directive #3 and align with the guidance in this policy. Homes are also responsible for maintaining a list of visitors that is available for staff to access." Given this direction, it is vital that all visits, including window visits, are pre-arranged.

This policy follows current ministry requirements per Directive #3 (December 7th, 2020) and aligns with the documents *COVID-19: visiting long-term care homes* (November 23rd, 2020) and *Retirement Home COVID-19 Visiting Policy* (October 5th, 2020). Any visitors who do not follow the rules set out in the visitor policy risk being temporarily banned from future in-person visits based on safety.

Bay Haven's visitor policy will be reassessed and revised to allow for increased or decreased restrictions as necessary as pandemic circumstances change in the community, within the residence, and with the issue of new directives.

Bay Haven Retirement Home is co-located with Bay Haven Long-Term Care. In case of an outbreak in the neighbouring facility, the non-outbreak facility will adopt the more restrictive visitation policies necessary during outbreak to protect the entire facility.

Bay Haven follows the pandemic response framework from Ministry of Health, which has colour-coded five levels of public health measures to keep Ontario residents safe. Each level has specific restrictions and measures that must be followed. The level is determined by the local public health unit serving each region; for Collingwood, it is the Simcoe Muskoka District Health Unit. The local public health unit may provide additional direction and/or restrictions for visitors to the home, depending on the specific situation. The response framework and an explanation of the levels can be found at <https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open>

All visitors to the home are required to follow public health measures (for example, active screening, physical distancing, hand hygiene, masking for source control) for the duration of their visit. Any visitors who do not follow the rules set out in the visitor policy risk being temporarily banned from future in-person visits based on safety.

Bay Haven will post visiting restrictions at the entry doors and will update families as circumstances change.

Management will regularly review this policy and revise as appropriate based on circumstances in the community and within the residence

Procedures

As per Ministry of Health (MOH) and Directive #3, the following baseline requirements must be met prior to accepting visitors:

1. The Long-Term Care or retirement residence **must not** be in outbreak of any kind and the Simcoe Muskoka District Health Unit (SMDHU) **must not** be identified in an Orange-Restrict, Red-Control or Grey -Lockdown level.
2. When the SMDHU is in Orange -Restrict, Red-Control or Grey -Lockdown level OR one of the co-located residences is in outbreak:
 - a. General visitors are not permitted
 - b. Window visits and outdoor visits are not permitted
 - c. Only essential visitors visiting critically ill or palliative residents, Support Workers, and Essential Designated Caregivers may enter the facility
3. When one of the residences is on outbreak, only essential visitors and Essential Designated Caregivers from the non-outbreak home may enter the residence in outbreak.
 - a. Residents from the home on outbreak are not permitted to enter the non-outbreak residence as they would fail screening. Essential visitors visiting critically ill or palliative residents are exempt from this requirement.
 - i. Subject to direction from the SMDHU, these essential visitors may need to self-isolate on return to their non-outbreak home.
4. Prior to visiting the home, all visitors must have received a Visitor Information Package explaining infection prevention procedures (IPAC) including: face covering/masking, physical distancing, hand hygiene, proper PPE use, and other operational procedures such as limiting movement around the residence.
5. Dedicated areas for indoor, window, and outdoor visits have been created to support physical distancing between residents and visitors.
6. Protocols are in place to maintain IPAC standards before, during, and after visits.
7. A list of visitors and their completed screening tools will be available for relevant staff to access in the event of contact tracing. Due to this requirement, all visits from general visitors (including window visits) must be pre-arranged and recorded.
 - a. Essential visitors visiting palliative or ill residents are exempt from making visiting arrangements in advance and can be traced using their completed screening tools and the essential visitor/Essential Designated Caregiver sign in sheet.

Note: Residents who are self-isolating for 14 days under Droplet and Contact precautions **may not** receive general visitors, including window visitors, as per Directive #3 (December 7th, 2020). Only Essential Designated Caregivers and essential visitors may visit isolated residents. For more information, see Table 1: Visiting Restrictions in Different Levels and Table 2: Visiting an Isolated Resident and Visiting During Outbreak.

Types of Visitors

All visitors are responsible for adhering to applicable directives including Directive #3 and Bay Haven's visitor policy. Visitors will be notified of visiting restrictions and policy updates via email, social media posts, and signs posted at the entry doors. Visitors should consider their personal health and susceptibility to COVID-19 in determining whether visiting the residence is appropriate. Outlined below are the two types of visitors.

1. Essential visitors (A, B, and C)
2. General visitors

1. Essential Visitors

A. **Support Worker** is a type of essential visitor who is brought into the home when there are gaps in services. They are not employed by the home. These workers will perform essential services for the home or for a resident in the home. Examples of support workers include regulated health care workers (phlebotomy, diagnostic imaging, physiotherapy, occupational therapy, and social workers) and maintenance workers (including television/cable/internet provider set up, repair persons, and housekeepers).

B. **Essential Designated Caregiver** is a type of essential visitor who is designated by the resident and/or their substitute decision-maker (POA) and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making). A privately hired companion or caregiver, such as a PSW from a homecare company, is considered an Essential Designated Caregiver.

Essential Designated Caregivers must be at least 18 years of age, and **a maximum of two Essential Designated Caregivers** may be designated per resident at a time. Persons interested in becoming Essential Designated Caregivers must contact the Director of Nursing (nursing home) or the recreation assistant/marketing manager (retirement home) or designate to set up a meeting to receive an information package about becoming an Essential Designated Caregiver.

An Essential Designated Caregiver may not visit any other resident or home for 14 days after visiting another resident who is self-isolating or symptomatic and/or a home in an outbreak.

C. **Essential Visitor** is a person who is visiting a critically ill or palliative/end of life resident. They are always allowed in the home and may be present at any time.

2. General Visitor

General Visitor is a person who is not an essential visitor and visits to provide non-essential services for social reasons (e.g., family members or friends). A prospective resident taking a tour of the home is also considered a general visitor. Visitors under the age of 14 must be accompanied by an adult and must wear a mask.

Window, Indoor, and Outdoor Visit Requirements

Note: As identified throughout this policy, restrictions on visitors may be required due to guidance and direction from Ministry of Health and Long-Term Care and Public Health. Restrictions will be communicated to families via email and via signage at the entry doors.

For contact tracing purposes, all visits from general visitors (including window visits) **MUST** be arranged in advance either over the phone or using the online booking system Appointlet. All visits will be a maximum of 30 minutes in length. Management will regularly review this policy and revise as appropriate based on circumstances in the community and within the residence.

More information on general visiting requirements for window, indoor, and outdoor visits is available in Table 1: Visiting Restrictions in Different Levels, Table 2: Visiting an Isolated Resident and Visiting During Outbreak, Table 3: Screening Protocols and Considerations, and Table 4: PPE Requirements for Visitors.

The successful resumption of visits in homes is dependent on trust. Bay Haven will be trusting that visitors comply with all the regulations and are honest with their screening answers. In some cases, Bay Haven staff may need to supervise visits to support residents and ensure visiting requirements, such as masking and social distancing, are being followed. Any necessary supervision practices implemented will fully respect and promote the resident's right to communicate in confidence, receive visitors of their choice and consult in private with any person they choose.

Window Visits

Window visits occurring at windows in other areas, such as at resident rooms, common areas, and the courtyard, are on hold as of October 2nd, 2020.

Window visits may only occur at the window in the recreation room on the Long-Term Care side and at the kitchenette window (beside the retirement entrance) on the retirement home side. When weather is inclement or when there is snow/sludge/ice on the ground, window visitors must stay on the cleared path to avoid slips and falls. Bay Haven will provide a cleared space for window visiting in front of the recreation room and kitchenette to ensure window visitor safety.

The window visitor **must** wear a mask at all times and must adhere to social distancing requirements. For contact tracing purposes, window visitors must be screened (including temperature check) prior to the visit commencing. COVID-19 testing requirements for window visitors may change. Testing requirements will be communicated during screening.

Indoor Visits

Indoor general visitors are only permitted in the hair salon on the Long-Term Care side and in the library on the retirement home side. Indoor general visitors are encouraged to leave their personal items (purses, phones, water bottles, etc.) in their vehicle. They are not permitted to bring food and drink into the home to consume during their visit. They must remain masked at all times.

Outdoor Visits

Outdoor visits for both residences will continue as long as weather and outdoor temperatures allow. Outdoor visits will occur in the tent shelter beside the Long-Term Care entrance for Long-Term Care residents. Outdoor visitors are encouraged to leave their personal items (purses, phones, water bottles, etc.) in their vehicle. They are not permitted to bring food and drink to consume during their outdoor visit. They must remain masked at all times and maintain social distance.

Short Stay Absences

AS OF NOVEMBER 23RD, ALL SHORT STAY ABSENCES ARE ON HOLD

Short stay absences are to maintain the social, mental, and emotional well-being of the resident. **Only Essential Designated Caregivers are permitted to take a resident on a short stay absence.** Essential Designated Caregivers will be allowed to take residents on short stay absences ONLY when discussed with and granted by the Director of Nursing or designate (Clinical Nurse manager, Clinical Resource Nurse or Charge Nurse).

During the short stay absence, the resident must not visit or have contact with anyone else. The resident is only to have contact with the Essential Designated Caregiver taking them on the short stay absence. The resident is not permitted to enter restaurants or public spaces to avoid possible community-acquired COVID-19.

The Essential Designated Caregiver MUST be screened and Rapid Antigen Tested (unless exempt) prior to taking the resident on a short stay absence. The Essential Designated Caregiver must wear a surgical mask at all times during the short stay absence. The resident should wear a mask, but it is not required if they are unable to tolerate it provided that social distance can be maintained. Strongly consider postponing short stay absences for residents who are unable to wear a mask.

Short stay absences are permitted in the following circumstances:

- When the SMDHU is in the Green-Prevent level
- When the resident **is not** isolating
- When the home **is not** in outbreak

General visitors and family members/friends who are not Essential Designated Caregivers will not be permitted to take residents on short stay absences.

After approval and provided the circumstances above met, permitted short stay absences include:

- Going for a drive in the Essential Designated Caregiver's vehicle or wheelchair taxi
- Going for a walk on the grounds (weather permitting)
- Going for a walk or drive to the waterfront (provided social distance can be maintained at the waterfront)

On return to the home, the resident is actively screened for symptoms

Temporary Absences

DUE TO THE INCREASED NUMBER OF COMMUNITY ACQUIRED COVID-19 CASES, AND THE NEGATIVE IMPACTS OF TWO-WEEK ISOLATION, TEMPORARY ABSENCES WILL BE ON HOLD UNTIL FURTHER NOTICE.

Temporary absences are for personal reasons only and are for one or more nights. Temporary absences require 48 hours' notice and must be granted by the Director of Nursing or designate (Clinical Nurse manager, Clinical Resource Nurse or Charge Nurse). **Admissions to hospital are not considered temporary absences.**

The SMDHU may require that a resident provide proof of a negative COVID-19 test (within a certain timeframe prior to date of return) to return from a temporary absence. Returns from temporary absences will be handled on a case-by-case basis in consultation with the SMDHU.

On return from a temporary absence, the resident is screened and will be required to self-isolate for 14 days. The resident will need to have a COVID-19 test (nasopharyngeal swab) on day 10 for COVID-19 clearance. If the home goes into outbreak while the resident is away from the home, the SMDHU will need to guide Bay Haven on the decision to allow the resident to return from their temporary absence. There is a chance that the resident may not be able to return to the home during outbreak if the facility enters outbreak during the resident's temporary absence.

Medical Absences

AS OF DECEMBER 7TH, 2020: ALL POTENTIAL TRANSFERS TO HOSPITAL REQUIRE DISCUSSION WITH DR. GANDHI (Medical Director) PRIOR TO TRANSFER

Medical absences are when a resident leaves the home's property for medical reasons. Residents must be provided with a surgical mask to be worn when outside of the home (if tolerated) and reminded about the importance of public health measures, including maintaining a safe distance of at least two metres from others and proper hand hygiene. Residents do not require testing or self-isolation upon their return from a medical absence. Medical absences include:

- Medical appointments at a family physician's office, dentist/denturist, or optometrist
- Visits to specialists (audiologists, optometrists, cardiologists, etc.)
- Visits to the hospital for testing, such as MRI or CT scans
- ER visits (including one overnight stay in the ER)

For residents who are not able to go on medical absences alone, a staff member or Essential Designated Caregiver (who has been screened, Rapid Antigen Tested, and will wear a mask) may accompany the resident. **General visitors, family members, and other persons who are not Essential Designated Caregivers are not permitted to accompany residents on medical absences.**

When the home is in outbreak or the resident is isolating, direction will be given from Public Health regarding non-urgent medical absences. Admissions to hospital and prolonged ER visits (lasting two or more overnights in a single visit) will be treated as readmissions from hospital. Directive #3 provides direction for residents being readmitted from hospital.

Requirements for Essential Visitors and Essential Caregivers

Essential visitors and Essential Designated Caregivers who do not pass screening and Rapid Antigen Testing may not enter under any circumstances. Essential visitors and Essential Designated Caregivers must follow the requirements in Table 1, Table 2, Table 3, and Table 4.

Essential visitors and Essential Designated Caregivers are encouraged to leave purses and other personal items in their vehicles to avoid bringing them into the home. **Personal items are not permitted in isolation rooms under any circumstances.** In addition, they are not permitted to bring personal drinks and food into the home to consume as they must remain masked at all times.

Essential visitors and Essential Designated Caregivers must be escorted by a nurse from the entry way to the resident's bedroom or designated visiting area to ensure social distancing and to ensure movement in the home is limited. This also ensures that proper donning of PPE and hand hygiene occurs. To limit movement through the home, Essential Designated Caregivers must stay with the resident they are visiting and should avoid visiting in common areas if social distance from residents and staff cannot be maintained. **When higher levels of public health measures are necessary, Essential Designated Caregivers may be required to visit only in the designated visiting areas (as determined by the home).**

Essential visitors visiting a palliative or ill resident must only visit the resident in the resident's room. They are not permitted to assist or visit any other residents in the resident's room.

Essential Designated Caregivers assisting a resident with meals may be allowed to assist the resident at a separate table in the dining room or in the resident's room to ensure proper social distancing from other residents. They are not permitted to assist other residents in the dining room. **When higher levels of public health measures are necessary, Essential Designated Caregivers may be required to assist the resident with their meal in the resident's bedroom**

Unless visiting a resident in isolation, PPE worn by essential visitors and Essential Designated Caregivers is donned and doffed in the screening area. Essential visitors and Essential Designated Caregivers must wear PPE as required and at all times when visiting residents in isolation (mask, gown, gloves, face shield or goggles). When leaving the isolation room, they must doff all PPE in the doffing area of the isolation room. They must don a new mask, eye protection, and gown outside the isolation room to walk to the door.

Essential visitors and Essential Designated Caregivers are permitted to use the bathroom across the hall from the nursing station in the retirement home and down the hall from the nursing station in the nursing home. Essential visitors and Essential Designated Caregivers must notify the charge nurse when they are leaving the building and must not let themselves out or other visitors into the home.

For essential visitors and Essential Designated Caregivers who have visited COVID-19 positive residents in the home, it is advised that those visitors, even if they have worn full PPE, contact Public Health and self-isolate for 14 days from their last date of exposure and continue to get tested for COVID-19.

Table 1: Visiting Restrictions in Different Levels

Type of Visitor	Green-Prevent Level	Yellow-Protect Level	Orange-Restrict Level	Red-Control Level	Grey-Lockdown Level
Essential visitor visiting a critically ill or palliative resident	Allowed to visit 2 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 2 in the home per resident.	Allowed to visit 2 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 2 in the home per resident.	Allowed to visit 1 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 1 in the home per resident.	Allowed to visit 1 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 1 in the home per resident.	Allowed to visit 1 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 1 in the home per resident.
Support worker (brought into the home where there are gaps in services)	Allowed. No restriction on how many may be in the home or how many may provide care per resident.	Allowed. No restriction on how many may be in the home or how many may provide care per resident.	Allowed. No restriction on how many may be in the home or how many may provide care per resident.	Allowed. No restriction on how many may be in the home or how many may provide care per resident.	Allowed. No restriction on how many may be in the home or how many may provide care per resident.
Essential Designated Caregiver	Allowed to visit 2 at a time per resident. Number in the home at a time to be determined by the home based on direction from Public Health and MOHLTC.	Allowed to visit 2 at a time per resident. Number in the home at a time to be determined by the home based on direction from Public Health and MOHLTC.	Allowed to visit 1 at a time per resident. 2 Essential Designated Caregivers are allowed in the home at a time providing they are visiting different residents.	Allowed to visit 1 at a time per resident. 2 Essential Designated Caregivers are allowed in the home at a time providing they are visiting different residents.	Allowed to visit 1 at a time per resident. 2 Essential Designated Caregivers are allowed in the home at a time providing they are visiting different residents.
General Visitor	Allowed 2 general visitors at a time for indoor, outdoor, and window visits.	Allowed 2 general visitors at a time for indoor, outdoor, and window visits.	NOT ALLOWED	NOT ALLOWED	NOT ALLOWED

THE INFORMATION IN THIS TABLE IS SUBJECT TO FURTHER RESTRICTIONS FROM MINISTRY OF HEALTH AND LONG-TERM CARE AND PUBLIC HEALTH

Table 2: Visiting an Isolated Resident and Visiting During Outbreak

Type of Visitor	Resident is Isolated Regardless of Level or Outbreak	Home in Outbreak of Any Kind Regardless of Level
Essential visitor visiting a critically ill or palliative resident	Allowed to visit 1 at a time if the resident to be visited is isolated. Allowed at the bedside.	Allowed to visit 1 at a time per resident. Allowed at the bedside. No limit as to how many may be in the home as long as no more than 1 in the home per resident.
Support worker (brought into the home where there are gaps in services)	Allowed. No restriction on how many may be in the home or how many may provide care per isolated resident.	Allowed. No restriction on how many may be in the home or how many may provide care per resident.
Essential Designated Caregiver	Allowed to visit 1 at a time if the resident to be visited is isolated.	Allowed to visit 1 at a time per resident. 2 Essential Designated Caregivers are allowed in the home at a time providing they are visiting different residents.
General Visitor	NOT ALLOWED	NOT ALLOWED

THE INFORMATION IN THIS TABLE IS SUBJECT TO FURTHER RESTRICTIONS FROM MINISTRY OF HEALTH AND LONG-TERM CARE AND PUBLIC HEALTH

Additional visiting restrictions will be communicated to families by automated telephone messages (Cliniconex), email, and social media posts. Restrictions will be posted at the doors of the home as well. General visitors, essential visitors, and Essential Designated Caregivers are encouraged to check their emails and phone messages for updates frequently as changes to visiting may occur quickly.

Scheduling of Visits

All general visits (window, indoor, and outdoor) must be pre-arranged via Appointlet to allow for appropriate physical distancing, recording visitors for contact tracing, and staffing coverage. Visitors can book a 30-minute visit using the online booking system called Appointlet or over the phone. **Essential visitors coming to see palliative or critically ill residents do not need to prearrange/book their visits.** Essential Designated Caregivers may be required to book their visits in advance depending on which protection level SMDHU is in.

In some cases, visits that have been pre-arranged may be cancelled due to an increased level of public health measures and restrictions, for example, moving from Green-Prevent to Yellow-Protect. Bay Haven will notify families of cancelled Appointlet bookings via email, and if possible, by phone. Families and Power of Attorneys/Substitute Decision Makers are encouraged to check their emails, phone messages, and social media for any updates regarding visiting restrictions and cancellations.

Bay Haven will ensure a list of visitors is available for relevant staff to access. Bay Haven may further limit the number of visitors to maintain safety and based on the physical/infrastructure characteristics of the home.

Appointlet allows families to select a date and time for an outdoor, window, or indoor visit. Please book your appointment at least 48 hours in advance, if possible. To book a visiting appointment go to:

bay-haven-care-community.appointlet.com

In addition, the visitor or Essential Designated Caregiver:

1. Must pass active screening, temperature check, and Rapid Antigen Testing (also required for window visitors)
2. Must complete pre-visit requirements (see below)
3. Must only visit the one resident they are intending to visit, and no other resident
4. Must stay in the designated visiting area and not travel throughout the home
5. Must be escorted to and from the visiting area by a staff member.

The recreation manager is responsible for printing a list of daily visits and visitors for nursing staff to access to ensure that residents are awake and at the designated visiting area in time for their visit.

The highest IPAC standards will be maintained prior to, during and after visits. Visits will be staggered, allowing sufficient time between visits for cleaning/disinfecting and other IPAC requirements. **Drop-in visits of any kind will not be allowed.**

Screening Protocols and Pre-Visit Requirements ****NEW****

All visitors (including essential visitors and Essential Designated Caregivers) will be actively screened on entry. Visitors will not be admitted if they do not pass screening, temperature check, and Rapid Antigen Testing. Screening will take place in the front entrance foyer and Rapid Antigen Testing will take place in the hair salon. Negative Rapid Antigen Results are needed before leaving the waiting area. Please arrive at least 15 minutes early to allow for pre-visit requirements to be met.

Table 3: Screening Protocols and Considerations

Visitor Type	Prevent (Green) and Protect (Yellow) Levels	Restrict (Orange), Control (Red) and Lockdown (Grey) Levels
Essential Designated Caregivers	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Negative Rapid Antigen Test required prior to contact with resident • Negative Rapid Antigen Test on each day of visiting (if visiting once or twice a week) and up to three times a week on non-consecutive days if visiting three or more times a week* 	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Negative Rapid Antigen Test required prior to contact with resident • Negative Rapid Antigen Test on each day of visiting (if visiting once or twice a week) and up to three times a week on non-consecutive days if visiting three or more times a week*
Support Workers as defined in this policy	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Negative Rapid Antigen Test required with each visit regardless of how many times at the home in a seven-day period 	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Negative Rapid Antigen Test required with each visit regardless of how many times at the home in a seven-day period
Essential Visitors visiting palliative or critically ill residents	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Rapid Antigen Test encouraged but not required 	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Rapid Antigen Test encouraged but not required
General visitors	<ul style="list-style-type: none"> • Pass active screening (including temperature check) • Negative Rapid Antigen Test required with each visit regardless of how many times at the home in a seven-day period 	<p style="text-align: center;">Visits from General Visitors NOT PERMITTED in Orange, Red, or Grey levels</p>

* If visiting three or four times a week only on consecutive days, testing is only required on non-consecutive days (i.e., first day and third day).

1. Active Screening

All visitors must:

1. Be screened prior to the visit for symptoms and exposure to COVID-19, influenza, and other like illness. Screening will include temperature checks.
2. Wear a mask for the entirety of their visit. **NO EXCEPTIONS.**
3. Not consume food or drinks during their visit as they must be masked at all times
 - a. If visitors bring food or drink for themselves, visitors will be asked to leave it at the nursing desk.

2. COVID-19 Testing

New guidelines from the Ministry of Health require that Rapid Antigen Testing be in place no later than March 15th, 2021. Bay Haven began Rapid Antigen Testing on February 8th, 2021. The advantage of Rapid Antigen Testing is that results are given immediately and do not require external lab processing.

Current guidelines for Rapid Antigen Testing are as follows:

- For all staff, Essential Caregivers, and General visitors (when permitted) attending the home three or more times a week, Rapid Antigen Testing is required up to three times weekly on non-consecutive days.
- For General visitors (when permitted), staff, and Essential Designated Caregivers attending the home only once or twice a week, “day of” Rapid Antigen Testing is required, even if these days are consecutive.
- Everyone waiting on results must wait in the waiting area until their results are given. Results take up to 15-20 minutes but are often visible in as little as 5 minutes.

Essential visitors visiting critically ill and palliative/end of life residents DO NOT need to be rapid tested prior to entry however, it is highly encouraged.

Persons who previously tested positive for COVID-19 are exempt from Rapid Antigen Testing for 90 days from the positive test date.

3. Safety Review

Prior to visiting any resident, Bay Haven will provide training resource links to Essential Designated Caregivers and visitors that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene.

Essential Designated Caregivers and General Visitors

Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter, verbally attest to the home that they have read/re-read the following documents to keep their designation as an Essential Designated Caregiver:

- Bay Haven’s visitor policy
- Public Health Ontario’s document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)

- Watched/Re-watched the following Public Health Ontario videos:
 - Putting on Full Personal Protective Equipment
 - Taking off Full Personal Protective Equipment
 - How to Hand Wash.

If visitors do not have access to a computer, a laptop computer or tablet with the required training videos will be available in the front vestibule for viewing. Essential Designated Caregivers must complete the above requirements to keep visiting.

In addition to completing the above requirements, the POA or resident must designate that person as an Essential Designated Caregiver. Essential Designated Caregivers must complete their paperwork before they are given an Essential Designated Caregiver badge. Essential Designated Caregivers **MUST** wear their badge at all times when in the home. They will not be permitted to enter the home without their badge.

Personal Protective Equipment

Visitors must wear PPE as required in Directive #3. Further, all visitors and Essential Designated Caregivers entering Bay Haven must wear PPE as required in Table 4.

Essential Visitors

Essential visitors (support workers, Essential Designated Caregivers, and essential visitors visiting palliative/ill residents) entering the home will have PPE supplied by the home to prevent possible cross contamination and ensure proper PPE storage and use. The home will provide PPE as long as PPE supply can be maintained.

A staff member will screen each essential visitor entering the home and assist them with hand hygiene, donning PPE, and escort them to the resident's bedroom. When the visitor leaves, a staff member will assist them with doffing their PPE and hand hygiene. Visitors must properly dispose of used gowns and masks in the entry way. Staff must also properly disinfect reusable goggles and face shields.

General Visitors and Personal Care Service Providers

If the visitor does not bring their own face covering/mask a surgical/procedure mask will be provided. All visitors entering the home will be provided with a surgical mask by the home.

Cloth masks are not permitted inside the home.

Directive #3 notes that visitors may use a surgical mask or a cloth face covering/mask if the visit is outdoors. If the visit is indoors, a surgical/procedure mask must be worn at all times.

Table 4: PPE Requirements for Visitors

Type of visitor	PPE required	Person supplying
Essential visitor	Surgical mask, reusable or disposable gown, goggles/face shield*, gloves**	Home
Support worker	Surgical mask, reusable or disposable gown, goggles/face shield*, gloves**	Home
Essential Designated Caregiver	Surgical mask, reusable or disposable gown, goggles/face shield*, gloves**	Home
General visitor: INDOOR	Surgical mask, reusable or disposable gown	Home
General visitor: OUTDOOR	Face covering	Individual
Window visitor	Face covering	Individual

***Eye protection is required for all visitors in the home. In cases where the visitor wears glasses, a face shield must also be worn. Eyeglasses are not considered adequate eye protection.**

****Gloves are only to be worn when doing a task where contamination from bodily fluids is likely. Otherwise, meticulous and frequent hand hygiene is encouraged by the home.**

Additional Protocols

1. All residents and visitors will be provided with this policy and information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit.
2. All visitors must practice physical distancing, respiratory etiquette, hand hygiene, and follow the residence's infection prevention and control practices (IPAC) and proper use of PPE.
3. Visitors must identify any items brought for the resident to staff so they may be disinfected by staff using disinfectant wipes, if appropriate. Phones must be disinfected in the screening area.

5. All visitors requiring eye protection (see Table 4) will be provided masks with face shields, even if they are wearing glasses. When masks with face shields are not available, a face shield or pair of goggles will be supplied. **Prescription eyeglasses are not considered adequate eye protection. Visitors wearing glasses must wear a face shield or mask with face shield.**

Discontinuation of Visits

Non-compliant visitors will be handled on a case-by-case basis and may result in the discontinuation of a current visit and may be required to leave the home by management until further notice. **Non-compliance with the residence's policies and legal directives will result in temporary discontinuation of visits for the non-compliant visitor.**

Bay Haven has zero tolerance for abuse. Visitors who are abusive to anyone in the home will be asked to leave.

Visitors who fail to adhere to Bay Haven's visitor policy will have the applicable requirements explained to them, the resources available to them (PPE, policies to read, proper donning and doffing). Additionally, they risk having the resident they are visiting being placed on isolation for 14 days and swabbed for COVID-19 regardless of COVID-19 status of the visitor.

There is zero tolerance for non-compliant visitors.

Retirement Home Tour Requirements

Virtual tours of the residence will be considered prior to or as an alternative to in-person tours. If required, in-person tours of the residence's facilities to prospective residents may take place if the residence is not in outbreak and the SMDHU is in Green-Prevent or Yellow-Protect levels. The tour group should be limited to the prospective resident or couple plus one other individual (e.g., accompanying family member or close friend).

For Tours of the Residence

1. All tour participants are subject to the general visitor restrictions and requirements outlined in this document including active screening, wearing a face covering/mask, and IPAC measures.
2. To reduce exposure to residents, the residence will make reasonable efforts to ensure that the tour route is restricted in a manner that minimizes potential contact with residents as much as possible. Bay Haven will meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005.

References:

1. COVID-19: Long-term care home surveillance testing and access to homes – March 15, 2021 <https://www.ontario.ca/page/covid-19-long-term-care-home-surveillance-testing>
2. COVID-19: visiting long-term care homes – November 23, 2020 https://www.ontario.ca/page/covid-19-visiting-long-term-care-homes?_ga=2.107995584.370067145.1603554606-331937760.1603554606
3. Ministry for Seniors and Accessibility (MSAA) Reopening Retirement Homes – September 8, 2020 <https://www.orcaretirement.com/wp-content/uploads/reopening-retirement-homes-guidelines-2020-08-31-EN-FINAL.pdf>
4. Ministry of Health (MOH) Directive #1 – March 30, 2020 http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/health_care_providers_HPPA.pdf
5. Ministry of Health (MOH) Directive #3 – December 7th, 2020 http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf
6. Ministry of Health (MOH) Directive #5 – October 8, 2020 http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/public_hospitals_act.pdf
7. Resuming Visits in Long Term Care Homes - September 2, 2020 <https://www.villacharities.com/wp-content/uploads/2020/09/LTC-Home-Guidelines-09-02-20-ENG-v5-1.pdf>
8. Retirement Home COVID-19 Visiting Policy – October 5, 2020 http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/retirement_homes_visiting_policy_guidance.pdf
9. The Ontario Caregiver Organization www.ontariocaregiver/partnersincare.ca
10. www.ontario.ca/coronavirus

Appendix:

Appendix A-Information Package for Visitors

Appendix B-Sample Signage for Visitors

Appendix C-Sample Visiting Schedule

Appendix D-Visitor Screening

Appendix E-MSAA Visitor Signage