



Visitor Policy Information Package
2020 - 2021

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

Effective date October 4th, 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.

The following factors must also be considered when accepting visitors to the home:

Adequate staffing: The home has sufficient staff to implement the policies related to visitors and to ensure safe visiting as determined by the home's leadership.

Access to adequate testing: The home has a testing policy and plan in place, based on contingencies and informed by local and provincial health officials, for testing in the event of a suspected outbreak.

Access to adequate PPE: The home has adequate supplies of PPE required to support visits.

IPAC standards: The home has appropriate cleaning and disinfection supplies and adheres to IPAC standards, including enhanced cleaning.

Physical Distancing: The home can facilitate visits in a manner aligned with physical distancing protocols.

Homes that restrict visits based on these factors are expected to communicate that decision to residents and provide the reasons for the decision.

Background

It is with compassion that Bay Haven recognizes the importance of residents to connect with others and believes this is best supported by in-person visits. These visits support the mental, emotional, physical, and spiritual needs of residents. Visits enhance residents' quality of life by supporting their emotional well-being and receiving the care they need.

Per guidelines from Ministry of Health and Long-Term Care, Public Health, and Retirement Homes Regulatory Authority (RHRA), Bay Haven will follow the requirements for minimum visit frequency and seek to accommodate more visits where possible. Where it is not possible for visits to occur in person, we 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.

As per directions given in Directive #3 (effective July 16th, 2021) and the following suggestions from the document *COVID-19 guidance document for long-term care homes in Ontario* (effective June 7th, 2021), "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 when permitted, are pre-arranged.

This policy follows current ministry requirements per Directive #3 and aligns with the documents *COVID-19 guidance document for long-term care homes in Ontario*, the document *COVID-19: Information for visitors to long-term care homes*, and *Retirement Homes Policy to Implement Directive #3* (June 30th, 2021).

Bay Haven will post visiting information at the entry doors and will update families as circumstances change. **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.** The local public health unit may provide additional direction and/or restrictions for visitors to the home. All visitors are required to follow public health measures and 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. Any visitors who do not follow the rules set out in the visitor policy risk being temporarily banned from in-person visits based on safety.

Bay Haven Retirement Home is co-located with Bay Haven Long-Term Care and will follow the more restrictive visiting requirements of the Long-Term Care Home. 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.

Procedures

As per direction from the Ministry of Health and Long-Term Care, RHRA, and Directive #3, Bay Haven has enacted the following baseline requirements for our home to receive visitors:

1. 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.
2. Protocols are in place to maintain IPAC standards before, during, and after visits.
3. All visitors (indoor, outdoor, and window visitors) and persons accompanying residents on absences must be screened. Visitor's names, name of visited resident, contact information, time of arrival, and time of departure must be recorded. A list of visitors and their completed screening tools will be available for relevant staff to access for a minimum of 30 days for contact tracing.
 - a. Rapid Antigen Testing is required for all partially immunized* and unimmunized staff and visitors to enter Bay Haven.
4. When the facility is not in outbreak, isolated residents can only be visited by essential visitors (i.e., Essential Visitors visiting isolated critically ill or palliative residents and Essential Designated Caregivers).
5. When one of the co-located residences is in outbreak:
 - a. General Visitors may only visit outdoors during an outbreak.
 - i. *General Visitors are not permitted to visit any residents who are isolating (including visiting outdoors and via window visits).*
 - b. Only essential visitors visiting critically ill or palliative residents, Support Workers, and Essential Designated Caregivers may visit isolating residents and/or enter the facility during outbreak.
6. When one of the residences is in outbreak, only essential visitors and Essential Designated Caregivers from the non-outbreak home may enter the residence in outbreak.
 - a. Residents from the home in 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. If directed by the Simcoe Muskoka District Health Unit (SMDHU), these essential visitors may need to self-isolate on return to the non-outbreak home.
7. Bay Haven will record proof of immunization for Essential Designated Caregivers, staff, volunteers, and residents. Where applicable, a person is **fully immunized** against COVID-19 if:
 - a. They have received the total required number of doses of a COVID-19 vaccine approved by Health Canada (e.g., both doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); and
 - b. They received their final dose of the COVID-19 vaccine at least 14 days ago.
8. A person is considered to be **partially immunized** if they have received one dose of the COVID-19 vaccine in a two-dose series OR they have received their final dose but it has not yet been 14 days since their final dose.

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 (SDM)/Power of Attorney (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 (EDC).

EDCs must be at least 18 years of age, and as of July 7th, there will no longer be a limit to how many EDCs may be designated per resident at a time. Persons interested in becoming EDCs must contact the Director of Nursing (LTC Home) or the recreation assistant/marketing manager (Retirement Home) or designate to set up a meeting to receive an information package about becoming an EDC.

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. Children under the age of two may accompany an adult General Visitor and may visit above and beyond the limit of General Visitors where limits regarding General Visitors are in place. For more information, see section *Requirements for General Visitors*.

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.

All visitors (General Visitors, EDCs, Essential Visitors, Support Workers, etc.) regardless of their immunization status and regardless of the type of visit they are participating in **MUST** be screened. Where scheduling of visits is not required, visits may occur for any length of time during the posted visiting hours. All *scheduled* visits by General Visitors will be a minimum of 60 minutes in length. More information on is available in Table 1, Table 2, Table 3, and Table 4.

Window Visits

All window visits are on hold as of October 2nd, 2020.

When permitted, 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. **Window visitors are not permitted to visit residents at their bedroom windows or at the courtyard windows.** When weather is inclement or when there is snow, sludge, or ice on the ground, window visitors must stay on the cleared path to avoid slips and falls.

Indoor Visits

Indoor visits from General Visitors are permitted beginning Wednesday July 7th, 2021.

All indoor visitors must follow the requirements in the section *Requirements for All EDCs, General Visitors, and Essential Visitors*. Based on the visitor's immunization status, they must also follow the requirements in the sections *Requirements for Partially Immunized and Unimmunized Visitors* and *Requirements for Fully Immunized Visitors*. Visitors visiting residents who are isolating can find more information in the section *Requirements for EDCs and Essential Visitors Visiting Isolating Residents*.

Outdoor Visits ****NEW****

Outdoor visits from General Visitors are permitted beginning Friday May 28th, 2021.

Outdoor visits will occur in the tent shelter beside the Long-Term Care entrance for Long-Term Care residents and in the tent shelter beside the Retirement Home entrance for Retirement Home residents. Bay Haven will not be providing seating outside of designated areas and outdoor furniture is not to be moved from designated areas. Outdoor visitors may gather in any outdoor area on the property for a visit and are encouraged to bring their own lawn chairs if visiting outside of the designated areas. Outdoor visits for both residences will continue as long as weather and outdoor temperatures allow.

All visitors must pass active screening and must wear a mask for the duration of their visit regardless of their immunization status. Rapid Antigen Testing is only required for anyone entering Bay Haven who does not disclose their immunization status or who is partially immunized or unimmunized.

****NEW** Visitor Badges**

Beginning July 16th, 2021, all visitors will get a visitor badge when visiting a resident or accompanying a resident on an absence. The badge identifies visitors, but also has a sticker indicating their COVID-19 immunization status. A green sticker is given to visitors who meet the definition of being fully immunized (see page 5 for definition), and a red sticker means that the visitor has either chosen not to disclose their immunization status, is unimmunized, or is partially immunized. The badge allows visitors to show their COVID-19 immunization status to screeners without having to refer to their immunization records each visit.

****NEW** Requirements for All EDCs, General Visitors, and Essential Visitors**

All visitors must follow the requirements in Table 1, Table 2, Table 3, and Table 4. Screening is required for all visitors (including children under the age of two). Visitors can choose to disclose their immunization status to Bay Haven and if fully immunized, will follow the guidance in this section in addition to the guidance in the section *Requirements for Fully Immunized Visitors*. Visitors who do not disclose their vaccination status, are unimmunized, or who are partially immunized will follow the guidance in the section in addition to the guidance in the section *Requirements for Partially Immunized and Unimmunized Visitors*.

Visitors must stay with the resident they are visiting and should avoid visiting in common areas and travelling throughout the home if social distance from residents and staff cannot be maintained. All visitors are encouraged to leave purses and other personal items in their vehicles if possible. 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 (unless fully immunized and joining a resident for a meal in the Northwest Sitting Room in LTC or resident suite in Retirement).

Children under the age of 14 must be accompanied by an adult visitor and are required to follow masking and screening requirements. Visitors who bring children under the age of two will not have those children count towards the General Visitor limit (if limits exist) regardless of whether the visit is indoors or outdoors. Children under the age of two must be screened, but do not have to comply with masking requirements and do not need to be Rapid Antigen Tested. Adult General Visitors accompanying children under the age of two must ensure that social distance is maintained between children and the resident (brief hugs permitted).

Essential visitors and EDCs who do not pass Rapid Antigen Testing (if required) and/or screening may enter Bay Haven ONLY in an emergency or end of life situation.

Anyone else who fails screening and/or Rapid Antigen Testing will not be permitted to enter. In this exceptional circumstance, the essential visitor or EDC MUST wear full droplet and contact PPE (disposable gown, mask with eye shield, and gloves) at all times and must not have any contact with anyone other than the resident they are visiting. If possible, the resident they are visiting should wear a mask and should maintain 2 metres distance at all times. Physical touch is permitted in palliative situations even if the visitor fails screening or Rapid Antigen Testing.

****NEW** Requirements for EDCs and Essential Visitors Visiting Isolating Residents**

Only Essential Visitors and EDCs can visit indoors during an outbreak. Only Essential Visitors and EDCs can visit isolated residents. **Essential Visitors and EDCs are not permitted**

to bring their own personal items (phones, purses, books, drinks, etc.) into isolation rooms under any circumstances. Essential visitors and EDCs visiting an isolating resident must only visit the resident in the resident's room and are not permitted to assist or visit any other residents in the resident's room. Essential visitors and EDCs must wear PPE (mask, gown, gloves, face shield or goggles) at all times when visiting residents in isolation. When leaving the isolation room, they must doff all PPE in the doffing area of the isolation room. They must don a new mask and eye protection outside the isolation room to walk to the door.

General Visitors are not permitted to visit isolated residents (see Table 2) and are only allowed to visit non-isolating residents outdoors during an outbreak.

For essential visitors and EDCs who have visited COVID-19 positive residents in the home, it is advised that they contact Public Health for direction regarding self-isolation requirements and the need for COVID-19, even if they have worn full PPE and/or are fully immunized.

****NEW** Requirements for Partially Immunized and Unimmunized Visitors**

Children under the age of two, regardless of immunization status, do not need to undergo Rapid Antigen Testing (where testing requirements exist) but still need to be screened. Partially immunized or unimmunized visitors under the age of 18 need parental consent for testing (where Rapid Antigen Testing is required). General Visitor appointments (where required) can be made via Appointlet to visit the LTC Home and Retirement Home. Alternatively, arrangements can be made through the Recreation Department via phone. See Table 1 and 2 for more information.

Any unimmunized or partially immunized visitors who have been Rapid Antigen Tested 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 Long-Term Care Home. All visitors must notify the charge nurse or screener when they are leaving the building and must not let themselves out or other visitors into the home.

If either the resident or the visitor is not fully immunized, social distance must be observed (see Table 1 for more information). However, brief hugs are permitted regardless of visitor and resident immunization status.

****NEW** Requirements for Fully Immunized Visitors**

All fully immunized visitors must be screened and, as of October 4th 2021 will have to have a random rapid test one time per week even if they are fully immunized. **Essential visitors and EDCs who are fully immunized but do not pass screening may enter Bay Haven in imminently end-of-life/palliative circumstances only.** All *fully immunized* visitors who wish to follow the requirements in this section must show proof of their first and second doses of the vaccine. If it has been 14 days from their final dose of the vaccine, a green sticker will be added to their visitor badge so repeated showing of their COVID-19 immunization record is not needed.

Only *fully immunized* visitors are allowed to assist the resident during a meal in the dining room. Additionally, fully immunized visitors may join a resident in the Northwest Sitting Room (LTC) or in the resident's suite (Retirement Home) for a meal and eat a meal themselves.

Absences

There are four types of absences: short term absences (including essential absences and social absences), temporary absences, medical absences, and compassionate/palliative absences. Unless otherwise stated, all **LTC and Retirement residents** *regardless of their immunization status*, are allowed to go on any of the four types of absences. ***Some restrictions may be in place during outbreak and for residents who are currently isolating.***

Anyone can accompany a resident on an absence. If someone is accompanying a resident on an absence, they ***MUST be screened and should be Rapid Antigen Tested*** prior to taking the resident on an absence.

For all absences, residents must:

- Wear a mask at all times (if tolerated). Strongly consider postponing absences for residents who are unable to wear a mask.
- Maintain social distance from others.
- Perform frequent hand hygiene.
- Be screened on return to the home.

Fully immunized residents who pass screening do not have to be tested for COVID-19 or isolated on Droplet and Contact precautions when returning from absences.

All *unimmunized* or *partially immunized* residents returning from an overnight absence are required to be tested for COVID-19 and placed on Droplet and Contact precautions until their test result comes back negative. If the test is positive, Droplet and Contact precautions must be maintained for 10 days from positive test date.

Any resident, regardless of immunization status, who ***fails screening on return from any absence*** will be isolated on Droplet and Contact precautions for 10 days. COVID-19 testing is required on the date of return and again on day 8 of their isolation. If the result of the second PCR test is negative, isolation is discontinued on day 10. If the resident refuses day 8 testing, isolation continues for 14 days. If the resident receives a positive result, Contact and Droplet precautions will be maintained for 10 days from the date the positive test was taken.

Short Term Absences ****NEW****

Short term absences are absences that are less than or equal to 24 hours in duration. The two types of short term (day) absences are essential absences and social absences.

Short Term Absence: Essential Absences

Residents who are currently isolating are not permitted on an essential absence. Essential absences include absences for reasons such as grocery shopping, picking up

prescriptions, and outdoor physical activity. They are permitted when stay-at-home orders are in effect, and any individual, regardless of immunization status, can participate in essential absences unless otherwise directed by SMDHU.

Short Term Absence: Social Absences

Residents who are currently isolating or living in a home on outbreak are not permitted on social absences. Social absences are any absences for reasons not listed under medical, compassionate/palliative, and/or essential absences that ***do not include an overnight stay.*** Residents are permitted to go on social absences provided that they meet applicable immunization requirements and provided the resident wears a mask, performs frequent hand hygiene, maintains social distance from others, and follows current provincial group-size limits.

Temporary Absences

Residents who are currently isolating or living in a home on outbreak are not permitted on temporary absences. 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/Retirement Home Manager or designate (Clinical Nurse Manager, Clinical Resource Nurse or Charge Nurse).***

If the home goes into outbreak while the resident is away from the home, the SMDHU will guide Bay Haven on the decision to allow the resident to return; there is a chance that the resident may not be able to return to the home until outbreak is over.

Medical Absences

Permitted for all residents including residents who are currently isolating and during outbreak. Medical absences are when a resident leaves the home's property for medical reasons. ***Admissions to hospital are not considered medical absences.***

Medical absences include:

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

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. Bay Haven's COVID-19 Admission and Transfer Policy provides guidance for testing and isolating residents who are readmitted to Bay Haven.

Compassionate/Palliative Absences ****NEW****

Permitted for all residents including residents who are currently isolating and during outbreak. Compassionate/palliative absences include, but are not limited to, absences for the purpose of visiting a dying person. Bay Haven will assess these situations on a case-by-case basis. Residents returning from compassionate/palliative absences require the following:

- Single day absences (up to 24 hours in duration) must be screened on return.
- Overnight absences require testing and isolation as per the requirements in the above section *Absences*.

Table 1: Visiting Restrictions Effective July 16th, 2021

Type of Visitor	Resident is Immunized	Resident is Unimmunized or Partially Immunized
Essential visitor visiting a critically ill or palliative resident	No limit on how many may be at the bedside.	No limit on how many may be at the bedside.
Support worker	Allowed to visit. No limits.	Allowed to visit. No limits.
Essential Designated Caregivers	<p>Allowed physical contact if both EDC and resident are fully immunized.</p> <p>Indoor and outdoor visit: Allowed to visit in unlimited numbers provided home is not in outbreak and resident to be visited is not isolating.</p>	<p>Regardless of EDC immunization status, must maintain social distance since resident is not fully immunized.</p> <p>Indoor and outdoor visit: Allowed to visit in unlimited numbers provided home is not in outbreak and resident to be visited is not isolating.</p>
General Visitor	<p>Permitted physical contact if General Visitor is FULLY IMMUNIZED.</p> <p>Indoor and outdoor visit: Allowed to visit in unlimited numbers provided home is not in outbreak and resident to be visited is not isolating.</p>	<p>Regardless of General Visitor immunization status, must maintain social distance since resident is not fully immunized.</p> <p>Indoor and outdoor visit: Allowed to visit in unlimited numbers provided home is not in outbreak and resident to be visited is not isolating.</p>

**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 (Effective July 16th, 2021)

Type of Visitor	Resident is Isolated	Home in Outbreak of Any Kind
Essential visitor visiting a critically ill or palliative resident	Allowed to visit ONE at a time if the resident to be visited is isolated. Allowed at the bedside. No limit as to how many may be in the home as long as no more than ONE in the home per isolated resident. <i>If the home is not in outbreak, limits do not apply to Essential Visitors visiting residents who are not isolated.</i>	Allowed to visit ONE 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 ONE 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, even if that resident is isolating.
Essential Designated Caregivers	Indoor visit: Allowed to visit ONE at a time if the resident to be visited is isolated. No restriction on how many may be in the home, so long as no more than ONE EDC is visiting per isolated resident. <i>Limits do not apply to EDCs visiting residents who are not isolated.</i> Outdoor visit: Allowed to visit in unlimited numbers provided resident to be visited is not isolating.	Indoor visit: Allowed to visit ONE at a time per resident. No restriction on how many may be in the home during outbreak, so long as no more than ONE EDC is visiting per resident. Outdoor visit: Allowed to visit in unlimited numbers provided resident to be visited is not isolating.
General Visitor	NOT ALLOWED	<i>Not allowed for isolated residents.</i> Allowed to visit outdoors ONLY: Allowed to visit in unlimited numbers provided resident to be visited is not isolating.

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 EDCs are encouraged to check their emails and phone messages frequently for updates as changes to visiting may occur quickly.

Scheduling of Visits

Visits are no longer scheduled on the LTC side. Visiting hours in the LTC side are 9am-5pm daily.

Visiting hours in the Retirement Home side are 10am-4pm daily. All visits from General Visitors on the Retirement Home side must be pre-arranged via Appointlet to allow for appropriate physical distancing, recording visitors for contact tracing, and staffing coverage. Visitors can book a visit using the online booking system called Appointlet or over the phone.

Appointlet allows families to select a date and time for an outdoor, window, or indoor visit. Visiting restrictions may limit the availability of these visits. 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 some cases, visits that have been pre-arranged may be cancelled due to an increased level of public health measures and restrictions, for example, if the home enters outbreak or the resident is isolating. Bay Haven will notify families of cancelled Appointlet bookings via email, and if possible, by phone. Families and POAs/SDMs are encouraged to check their emails, phone messages, and social media for any updates regarding visiting restrictions and cancellations.

Screening Protocols and Pre-Visit Requirements

All visitors (including essential visitors, EDCs, and people accompanying a resident on an absence) will be actively screened prior to their visit. General Visitors will not be permitted to participate in a visit or absence if they do not pass screening and/or Rapid Antigen Testing (if testing is required). Rapid Antigen Testing not required for fully immunized individuals (see Table 3 and notes below). Screening will take place in the front entrance foyer of both Retirement Home and Long-Term Care. Rapid Antigen Testing will take place in the hair salon in Long-Term Care.

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. See Table 3 (below) for screening and testing information for visitors.

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 no longer includes temperature checks.*
2. Wear a mask for the entirety of their visit. **NO EXCEPTIONS.**
3. Let staff know if they have brought food or drink for the resident they are visiting.
4. For visitors who wish to eat a meal with the resident they are visiting, see the section *Requirements for Fully Immunized Visitors*. ***Unimmunized or partially immunized visitors are not permitted to eat meals with the resident they are visiting.***

2. COVID-19 Testing

Guidelines for Rapid Antigen Testing are included in Table 3, and further information can be found in the notes below Table 3. Essential visitors visiting critically ill and palliative/end of life residents DO NOT need to undergo Rapid Antigen Testing prior to entry. In addition, everyone waiting on results must wait in the waiting area until their results are given. Results are reported between 15-20 minutes. Everyone, except for staff, must wait 15 minutes to receive their result. Staff must wait until their result is clearly visible on the testing cartridge.

Persons who previously tested positive for COVID-19 are exempt from Rapid Antigen Testing for 90 days from the first positive test date (proof of positive test is required to be exempt). Testing required day 90 onwards.

3. Safety Review

Prior to visiting any resident, Bay Haven will provide training resource links to EDCs and visitors that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene. **Following Public Health measures (including but not limited to masking, eye protection, social distancing, and hand hygiene) are still required regardless of the visitor's or EDC's immunization status.**

Table 3: Screening and Testing Requirements Effective July 16th, 2021

Visitor Type	Screening and Testing Requirements
Essential Designated Caregivers	<ul style="list-style-type: none"> Pass active screening. Negative Rapid Antigen Test required* required if partially immunized or unimmunized
Support Workers as defined in this policy	<ul style="list-style-type: none"> Pass active screening. Negative Rapid Antigen Test required* if partially immunized or unimmunized
Essential Visitors visiting palliative or critically ill residents	<ul style="list-style-type: none"> Pass active screening (if failed, must wear full Droplet and Contact PPE for the duration of the visit) Rapid Antigen Test encouraged but not required
General Visitors	<ul style="list-style-type: none"> Pass active screening. Negative Rapid Antigen Test required* required if partially immunized or unimmunized

Rapid Antigen Testing is not required for outdoor visits. Fully immunized individuals are exempt from Rapid Antigen Testing with proof of full immunization.

*Rapid Antigen Testing Requirements

Reopening Ontario Step 3: Rapid Antigen Testing required within 72 hours of date of visit (if you are visiting today and you were not tested yesterday or the day before yesterday, you need to be tested today).

EDCs and General Visitors: Pre-Visit Requirements

All **EDCs** must verbally attest to the home that they have read/re-read the following documents and watched the videos prior to visiting any resident for the first time and at least every month thereafter:

- Bay Haven's visitor policy
- Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)
- **Watch the following Public Health Videos:**
 - Putting on Full Personal Protective Equipment
 - Taking off Full Personal Protective Equipment
 - How to Hand Wash.

All **General Visitors** must verbally attest to the home that they have read/re-read the following documents and watched the videos prior to visiting any resident for the first time and at least every month thereafter:

- Bay Haven's visitor policy
- Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)
- **Watch the following Public Health Videos:**
 - Putting on One-Piece Facial Protection
 - Taking off One-Piece Facial Protection
 - How to Hand Wash

For convenience, the videos are playing in the front vestibule TV of the Rapid Antigen Test waiting area and are available on the Bay Haven website. In addition to completing the above requirements, EDCs must complete their paperwork before they are given an EDC badge. EDCs **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 EDCs entering Bay Haven must wear PPE as required in Table 4.

Essential Visitors

Essential visitors (support workers, EDCs, 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.

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.

Table 4: PPE Requirements for Visitors

Type of visitor	PPE required	Person supplying
Essential visitor	Surgical mask, goggles/face shield*, gloves**	Home
Support worker	Surgical mask, goggles/face shield*, gloves**	Home
Essential Designated Caregiver	Surgical mask, goggles/face shield*, gloves**	Home
General Visitor: INDOOR	Surgical mask and goggles/face shield*	Home
General Visitor: OUTDOOR	Cloth mask or surgical mask	Individual
Window visitor (when permitted)	Cloth mask or surgical mask	Individual
Essential Designated Caregiver, Support worker, or Essential Visitor visiting a resident who is isolating	PPE as dictated by type of isolation (droplet, droplet contact, contact, etc.) required. May include: surgical mask, disposable or reusable gown, goggles/face shield, and gloves	Home

***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 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.
4. 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), and will be given time to demonstrate that they can visit safely. 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 whenever General Visitors are permitted to visit indoors. All tour participants are subject to the General Visitor restrictions and requirements outlined in this document including active screening, Rapid Antigen testing, masking, and IPAC measures. The tour group should be limited to the prospective resident or couple plus one other individual (e.g., accompanying family member or close friend).

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 – June 30, 2021, <https://www.ontario.ca/page/covid-19-long-term-care-home-surveillance-testing>
2. 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>
3. COVID-19 guidance document for long-term care homes in Ontario- June 9, 2021, [COVID-19 guidance document for long-term care homes in Ontario | Ontario.ca](https://www.ontario.ca/page/covid-19-guidance-document-for-long-term-care-homes-in-ontario)
4. The Ontario Caregiver Organization www.ontariocaregiver/partnersincare.ca
5. www.ontario.ca/coronavirus
6. 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
7. Ministry of Health (MOH) Directive #3 – June 9th, 2021, http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf
8. Retirement Home Policy to Implement Directive #3- June 30, 2021 https://www.rhra.ca/wp-content/uploads/2021/06/RH-Policy-to-Implement-Directive-3-Step-2-06.30.21.pdf?utm_source=COVID-19+Communication+List+-+March+16%2C+2020&utm_campaign=13863fbc3b-Bulletin-Jan4-2019_COPY_01&utm_medium=email&utm_term=0_141f4ae2c9-13863fbc3b-710463022
9. Ministry of Health (MOH) Directive #5 – April 7, 2021 http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/public_hospitals_act.pdf
10. COVID-19: visiting long-term care homes – June 29, 2021 https://www.ontario.ca/page/covid-19-visiting-long-term-care-homes?_ga=2.107995584.370067145.1603554606-331937760.1603554606
11. COVID-19: Information for visitors to long-term care homes – June 29th, 2021 <https://www.ontario.ca/page/covid-19-information-visitors-long-term-care-homes>

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