



Visitor Policy Information Package

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

Effective date June 6th, 2022

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 the residents' quality of life by supporting their emotional well-being and receiving the care they need.

Per guidelines from the Ministry of Health and Long-Term Care, Public Health, and the 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 and the following suggestions from the document *COVID-19 guidance document for long-term care homes in Ontario*, "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: Long term care home surveillance testing and Access to Homes*, and *Retirement Homes Policy to Implement Directive #3*.

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 Policy Information Package explaining infection prevention procedures (IPAC) including 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 **Actively Screened**. Visitor's names, name of the 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 Essential Designated Caregivers and visitors to enter Bay Haven.
4. Bay Haven will record proof of immunization shown for Essential Designated Caregivers on day of the family members admission to the home on the application page or as early as possible. All Essential Designated Caregivers (EDCs) and Essential Visitors must be fully immunized. Residents are allowed 4 caregivers at one time or more.
 - 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.
5. A person is **partially immunized- or not fully up to date with covid vaccines** 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. They are not permitted to sign up as an EDC at this time.
6. General Visitors are allowed to visit unimmunized or partially immunized.
7. When the facility is **NOT** in outbreak, isolated residents can only be visited by Essential Visitors (i.e., Essential Visitors are persons visiting isolated, critically ill, or palliative situations or residents at end of life).
8. 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 persons visiting critically ill or palliative residents, Support Workers, and Essential Designated Caregivers may visit isolating residents and/or enter the facility during outbreak one at a time.
9. 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 end of life 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.

10. Caregivers are NOT to visit the home for 10 days after visiting an individual with a confirmed case of COVID-19 and/or an individual experiencing COVID-19 symptoms.
11. In an Outbreak, caregivers may support up to two residents who are COVID-19 positive. Provided the home obtains consent from all residents/SDM's involved. Caregivers may support more than one resident in non-outbreak situations with the same expectation regarding consent.

Types of Visitors

All visitors are responsible for adhering to applicable directives including Directive #3 and Bay Haven's visitor policy information package. 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 four types of essential visitors and general visitors.

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

1. Essential Visitors

A. **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; residents are permitted to have four or more caregivers signed up at one time. Persons interested in becoming EDCs must contact the Director of Nursing or Clinical Nurse Manager (LTC Home) or the Retirement Home Manager (Retirement Home) or designate to set up a meeting, show proof of vaccination and a negative rapid antigen test result to sign up and receive a copy of the Visitor policy information package about being an EDC at Bay Haven.

B. **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 (e.g., phlebotomy, diagnostic imaging, physiotherapy, occupational therapy, and social workers) and maintenance workers (e.g., television/cable/internet provider set up, repair persons, and housekeepers).

C. A person visiting a critically ill resident for compassionate reasons including, but not limited to, hospice or end-of-life care. They are always allowed in the home and may be present at any time. Bay Haven staff, the resident, and/or the SDM will determine who is an Essential Visitor for that resident.

D. A government inspector with a statutory right to enter a long-term care home to carry out their duties.

2. General Visitors

A General Visitor is a person who is not an essential visitor and visits to provide non-essential services related to either the operations of the home or a particular resident or group of residents. General Visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home. Visitors under the age of 14 must be accompanied by an adult. Children under the age of five 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 All EDCs, Essential Visitors, and General Visitors*.

Indoor, Outdoor, and Window Visit Requirements

Note: As identified throughout this policy, restrictions on visitors may be required due to guidance and direction from the 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 (EDCs, Essential Visitors, and General Visitors) regardless of their immunization status and regardless of the type of visit they are participating in **MUST** be screened and have rapid antigen testing as per table 1.

Indoor Visits:

All indoor visitors must follow the requirements in the section, *Requirements for All EDCs, Essential Visitors, and General Visitors and Table 2*. Visitors visiting residents who are isolating can find more information in the section, *Requirements for Visitors Visiting Isolating Residents*.

Outdoor Visits:

Outdoor visits will occur at any outdoor seating area on the grounds of the Long-Term Care Home for Long-Term Care residents and visitors. Retirement Home visits can occur at any outdoor seating area around the Retirement Home grounds for Retirement Home residents and visitors. Bay Haven will not be providing seating outside of the designated areas and outdoor furniture is to not be moved from the 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. While visiting, it is asked to remain physically distanced from other groups. Outdoor visits for both residences will continue when weather and outdoor temperatures allow. Outdoor visits go on hold over winter months.

Window Visits:

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.

All visitors must pass active screening and have rapid testing done as per requirements. Visitors must wear a mask for the entire duration of their visit with outdoor visits as an exception.

Caregiver Badges

All Essential Designated Caregivers (EDCs) will get an “I am a caregiver at Bay Haven” badge when visiting a resident or accompanying a resident on an absence. The badge identifies caregivers in the home. The badge allows visitors to show their status in the home to screeners and staff without having to refer to their immunization records/sign up documents each visit.

Requirements for All EDCs, Essential Visitors, and General Visitors

All visitors must follow the requirements in Table 1 and Table 2. Visitors must have asymptomatic screening each visit as per policy and Table 1 (including children under the age of five). EDCs and Essential Visitors **MUST** provide proof of vaccination. General Visitors can choose to disclose their immunization status to Bay Haven prior to their visit. All visitors are to follow Public Health rules, wear appropriate PPE, and follow IPAC practices during visits.

Visitors must stay with the resident they are visiting and keep physically distanced from other residents while in the home. All visitors are encouraged to leave purses and other personal items in their vehicles, if possible. In addition, visitors are not permitted to bring personal drinks and food into the home to consume as they must always remain masked. EDCs may join a resident for a meal in the Northwest Sitting Room (LTC) or in the resident’s suite (Retirement Home) after discussion with Bay Haven staff.

All visitors, with exception to children under the age of five, must follow the homes vaccination policy. Children under the age of 14 must be accompanied by an adult visitor. Up to 4 visitors (including caregivers) per resident may visit indoors at a time. Children under the age of five will not have to count towards the visitor limit (if limits exist) regardless of whether the visit is indoors or outdoors. Children under the age of five 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 five must ensure that social distance is maintained between children and the resident (brief hugs permitted).

Support Workers, EDCs, and General Visitors (deemed essential) who do not pass Rapid Antigen Testing and/or screening may **ONLY enter Bay Haven in emergency or end of life situations.**

Anyone else who fails screening and/or Rapid Antigen Testing will not be permitted to enter. In this exceptional circumstance, the Support Worker, EDC, or General Visitor **MUST** always wear full droplet and contact PPE (disposable gown, medical mask with eye shield, and gloves) 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 medical mask and should always maintain 2 metres distance. Physical touch is permitted in palliative situations even if the visitor fails screening or Rapid Antigen Testing.

Requirements for Visitors Visiting Isolating Residents

Essential Visitors and EDCs are the only type of visitor allowed in when a resident is isolating or resides in a home or area of the home in outbreak. Only one caregiver per time when the home is in outbreak. **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. EDCs may support up to two resident's who are COVID-19 positive with consent from all parties. EDCs may also support more than one resident in non-outbreak situations with consent. Essential Visitors and EDCs must wear PPE (medical mask, gown, gloves, face shield or goggles) always when visiting residents in isolation. When leaving the isolation room, they must remove all PPE in the designated area of the isolation room. They must apply a new medical mask and eye protection outside of the isolation room to walk to the front door.

General Visitors are not permitted to visit isolated residents (see Table 2). General Visitors are the only type of visitor that can be unvaccinated, or not up to date with COVID-19 vaccinations and are only permitted to visit the home when it is not in 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, even if they had worn full PPE and/or are fully immunized.

Resident Absences

There are four types of absences: medical absences, compassionate/palliative absences, short term (day) absences (including essential and social absences), and temporary 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 be:

- Provided with a medical mask when they are leaving the home.

- Provided a handout and verbal direction on public health measures (e.g., masking, hand hygiene).
- Actively screened upon their return to the home.

Isolation and Testing Requirements when Returning from Day and Overnight Absences:

Residents are exempt from these requirements if they are within 90 days from a confirmed COVID-19 infection, assuming they are asymptomatic.

All residents with **no known COVID-19 exposure** will NOT be required to isolate upon return to the home. A PCR test on day 5 will be completed following their absence.

Any resident with **known COVID-19 exposure** will be treated as a high-risk contact. Up to date vaccinated residents are to isolate until a PCR test on day 5 is negative. Residents that are not up to date with COVID-19 vaccines are to isolate for 10 days with a PCR test on day 5.

Residents who go on absences on a daily or frequent basis are to have a PCR test, on the same day, two times per week **or** 2 rapid antigen tests 24 hours apart may be used as an alternative.

Medical Absences:

Permitted for all residents including residents who are currently isolating and during outbreak. Medical absences are absences to seek medical and/or health care.

Admissions to hospital are not considered medical absences.

Medical absences include:

- Outpatient medical visits and a single visit (less than or equal to 24 hours in duration) to the Emergency Department
- All other medical visits (e.g., admissions or transfers to other health care facilities, multi-night stays in the Emergency Department)

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 a readmission 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:

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 loved one. Bay Haven will assess these situations on a case-by-case basis.

Short Term (Day) Absences:

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 and social absences.

Short Term (Day) Absence: Essential Absences

Residents who are currently isolating or living in a home on outbreak are not permitted on essential absences. Essential absences include absences for reasons such as groceries, pharmacies, and outdoor physical activity. They are permitted when stay-at-home orders are in effect, and any individual, regardless of their immunization status, can participate in essential absences unless otherwise directed by the SMDHU.

Short Term (Day) 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 all reasons not listed under medical, compassionate/palliative, and/or essential absences that ***do not include an overnight stay***. Off-site group excursions are considered social absences (e.g., to an attraction, music/theatre venues). Residents are permitted to go on social absences if they meet applicable immunization requirements and provided the resident wears a medical 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 include absences involving two or more days **and** one or more nights for non-medical reasons. ***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 the outbreak is over.

Scheduling of Visits

****Visits are no longer scheduled on the LTC side. Visiting hours in the LTC side are 9am-5pm daily for general visiting for swabbing .**

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, General Visitors, and people accompanying a resident on an absence) will be actively screened prior to their visit as per Table 2. 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). **Asymptomatic screen testing for Support Workers, EDCs, and General Visitors (deemed essential by Bay Haven staff) is NOT required in an emergency situation or in situations where these individuals are visiting or attending to residents receiving end of life care.** Screening will take place in the front entrance foyer of both the Long-Term Care Home and Retirement Home. Rapid Antigen Testing will take place in the hair salon in the Long-Term Care Home.

Please arrive at least 15 minutes early to allow pre-visit requirements to be met. See Table 1 for screening and testing information for all 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 illnesses. ***Screening no longer includes temperature checks.***
2. Wear a medical mask for the entirety of their visit, with an exception to outdoor visits.
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 All EDCs, Essential Visitors, and General Visitors. Unimmunized or partially immunized visitors are not permitted to eat meals with the resident they are visiting.***

2. COVID-19 Testing

Support Workers, EDCs, and General Visitors (deemed essential) visiting critically ill, and palliative/end of life residents DO NOT need to undergo Rapid Antigen Testing prior to entry.

Guidelines for Rapid Antigen Testing are found in Table 1. The test **MUST** be taken upon entry to the home. In addition, visitors waiting on their results must wait in the waiting area until their results are given, some exceptions are included in Table 1. Test results are reported between 15-20 minutes.

- Visitors who have had a prior COVID-19 infection in the past 90 days do **NOT** need Rapid Antigen Testing (proof of a positive test is required to be exempt). The visitor **MUST** resume Rapid Antigen Testing after the 90th day from the date of the confirmed COVID-19 infection.
- Children under the age of five are **NOT** required to be Rapid Antigen Tested following screening.

Rapid Antigen Testing is not required for outdoor visits.

3. Safety Review

Prior to visiting any resident, Bay Haven staff will provide training resources to EDCs and visitors that addresses how to safely provide direct resident care, application/removal of required PPE, and hand hygiene practices. **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.**

EDCs, Essential, and General Visitors: Pre-Visit Requirements

All **EDCs, Essential, and 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 Full Personal Protective Equipment
 - Taking off Full Personal Protective Equipment
 - How to Hand Wash.

For convenience, the videos are played on the front vestibule T.V. of the Rapid Antigen Testing 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** always wear their badge when in the home. They will not be permitted to enter the home without their badge.

Personal Protective Equipment

Visitors must always wear appropriate PPE as required in Directive #3. All visitors entering the home will be provided with a medical mask by the home prior to entry. **Cloth masks are not permitted inside of the home.**

Essential and General Visitors

Essential Visitors (EDCs, Support Workers, and persons visiting a critically ill resident) and General Visitors entering the home will have the appropriate PPE supplied to them by the home to prevent possible cross contamination and to ensure proper PPE storage and use. In case of an outbreak, signage will be posted at the LTC Home and Retirement Home front entryways and resident's room for PPE guidance. Visitors are to follow the PPE requirements when visiting an isolated resident. **General Visitors are not permitted when the home or area of the home is in outbreak, to visit an isolating resident, and/or when the public health unit so directs.** For more information, see section *Requirements for Visitors Visiting Isolating Residents*.

In cases where the visitor wears glasses, a face shield or pair of goggles will be supplied and must also be worn. Eyeglasses are not considered adequate eye protection.

Gloves are to be only worn when performing a task where contamination from bodily fluids is likely. Otherwise, thorough, 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.

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 they 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 (e.g., PPE use, policies to read), and will be given time to demonstrate that they can safely visit. Additionally, they risk having

the visited resident placed into isolation and swabbed for COVID-19, regardless of the COVID-19 status of the visitor, if measures are not followed.

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 when 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 the 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 – April 11, 2022, <https://www.ontario.ca/page/covid-19-long-term-care-home-surveillance-testing>
2. COVID-19 guidance document for long-term care homes in Ontario- April 25, 2022, [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)
3. The Ontario Caregiver Organization www.ontariocaregiver/partnersincare.ca
4. www.ontario.ca/coronavirus
5. Ministry of Health (MOH) Directive #3 – April 27th, 2022, http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf
6. Retirement Home Policy to Implement Directive #3- March 14, 2022 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

Appendixes:

Appendix A-Table 1-Asymptomatic screening

Appendix B-Table 2- Resident Absences and Visiting the home

COVID-19 Asymptomatic Screen Testing- June 6, 2022



*****ALL INDIVIDUALS MUST BE ACTIVELY SCREENED FOR COVID-19 SYMPTOMS AND EXPOSURE HISTORY PRIOR TO ENTERING THE HOME*****

subject to the exceptions below, all staff, caregivers, student placements, and volunteers working in or visiting a long-term care home must be tested for COVID-19 according to one of the following.

****As per policy all staff, student placements, caregivers and support workers must be up to date with recommended COVID -19 vaccines to enter the home.**

*****ONLY General Visitors can visit and be unvaccinated or not fully up to date with recommended COVID-19 vaccines AS PER VACCINATION POLICY.**

Staff, Students & Volunteers	Essential Designated Caregivers	General Visitors & Support Workers	Support Workers- Regulated Health Professionals	Exceptions to Swabbing
<ul style="list-style-type: none"> An antigen test at least two-times per week, on separate days, if they are up to date with all recommended Covid-19 vaccine doses. An antigen test at least three-times per week, on separate days, if they are not up to date with Covid-19 vaccine doses. One PCR and one antigen test per week, at a minimum on separate days. <p>Entry to the Home: The test MUST be taken as soon as entering the home or as soon as possible prior to the beginning of the shift. The individual may enter the home with appropriate PPE and following IPAC practices per Directive #3 while waiting for test results.</p> <p>NOTE: Staff, students, and volunteers should not provide direct care until a negative result is received.</p>	<ul style="list-style-type: none"> An antigen test at least two-times per week, on separate days, if they are up to date with all recommended Covid-19 vaccine doses. An antigen test at least three-times per week, on separate days, if they are not up to date with Covid-19 vaccine doses. One PCR and one antigen test per week, at a minimum on separate days. <p>Entry to the Home: The test MUST be done BEFORE granting FULL access to the home. However, caregivers can go to the resident's room, with appropriate PPE and following IPAC practices while waiting for test results. They may NOT enter a common area (dining room/recreation room) until a negative test result is received.</p> <p>Access to the home: Essential Visitors are the only type of visitor allowed in when a resident is isolating or resides in a home or area of the home in outbreak.</p> <ul style="list-style-type: none"> Up to 4 visitors (including caregivers) per resident may visit indoors at a time. 	<p>All General Visitors and Support Workers must meet one of the following prior to entry:</p> <ul style="list-style-type: none"> Receive and demonstrate a negative test result from an antigen test taken at the LTC home on that day; or Demonstrate proof of a negative test result from an antigen test or PCR test taken on the same day or the day prior to the visit. <p>Entry to the Home: The test results MUST be received prior to entering the home.</p> <p>Access to the Home: General visitors, including children under the age of 5, can enter the home. General visitors, with exception to children under the age of 5, must follow the homes vaccination policy.</p> <ul style="list-style-type: none"> Up to 4 visitors (including caregivers) per resident may visit indoors at a time. <p>Outdoor Visits: No limit on the number of visitors, the home can use regular outdoor seating areas. No masks or swabbing are required for outdoor visits. Homes are to ensure physical distancing is maintained between groups.</p> <p>General Visitors are not permitted:</p> <ul style="list-style-type: none"> When the home or area of the home is in outbreak To visit an isolating resident When the Public Health unit so directs The home must follow Public Health direction regarding the number of visitors 	<ul style="list-style-type: none"> Receive and demonstrate a negative test result from an antigen test taken at the LTC home on that day. <p>Examples include agency staff, PT, RT, x-ray/ultrasound tech, lab tech, Doctors, and Nurse Practitioners.</p> <p>Entry to the Home: The test MUST be taken upon entry to the home, the person may enter the home with appropriate PPE and must follow IPAC practices, while waiting for the test results.</p>	<ul style="list-style-type: none"> Consecutive Days: If staff, students, or volunteers ONLY enter the home on two consecutive days within a seven-day period and demonstrate a negative test result from an antigen or PCR test taken on the first day, they may enter on the second day without requiring a negative test. Occasional Entry: No individual is required to attend the home for the sole purpose of meeting the testing requirements (e.g., if have fewer entries to the home than the required number of entries for testing per week). Proof of a Negative Test: When an individual is granted entry based on an antigen or PCR test not done onsite, they must provide proof of a negative result. The home must maintain a log to document that proof was provided. Repeat False Positives: If an individual received three "false positive" antigen tests (PCR test is negative) within a 30-day period, starting from the day the first preliminary test is taken, the individual does not need to follow testing requirements and must demonstrate proof of negative PCR test in the last 7 days. Previous COVID-19 Infection: If an individual has had a prior COVID-19 infection in the past 90 days they do NOT need testing. They MUST resume testing after the 90th day from the date of the confirmed COVID-19 infection. Palliative/Emergency Situations: Asymptomatic screen testing for support workers, caregivers, and general visitors (deemed essential by staff) is NOT required in an emergency or any situation where they are visiting a resident receiving end of life care. Government Inspectors: Testing requirements DO NOT APPLY to inspectors with a statutory right to entry. <p>NOTE: Selling or giving away Rapid Antigen Tests are NOT permitted.</p>

Bay Haven Care Community-Resident Absences and Visiting the Home- June 6, 2022



****ALL INDIVIDUALS MUST BE ACTIVELY SCREENED FOR COVID-19 SYMPTOMS AND EXPOSURE HISTORY**

RIOR TO ENTERING THE HOME**

****ONLY General Visitors can visit and be unvaccinated or not fully up to date with recommended COVID-19 vaccines AS PER VACCINATION POLICY.**

Resident Absences from the .TC Home	Essential Visitors: Essential Designated Caregivers (EDCs)	Essential Visitors: Support Workers, Person Visiting a Very Ill Resident & Government Inspectors	General Visitors
<p>Requirements:</p> <ul style="list-style-type: none"> Residents provided a medical mask when they are leaving the home. Provided a handout and verbal direction on public health measures (e.g., masking, hand hygiene). Actively screened upon return to the home. <p>Types of Absences:</p> <ul style="list-style-type: none"> Medical Absences: seek medical and/or healthcare and include: <ul style="list-style-type: none"> Outpatient medical visits and a single visit (less than or equal to 24hrs in duration) to the Emergency Department. All other medical visits (e.g., admissions or transfers to other healthcare facilities, multi-night stays in the Emergency Department). Compassionate/Palliative Absences: include, but not limited to, absences for the purpose of visiting a dying loved one. Short Term (Day) Essential Absences: are less than or equal to 24 hrs (e.g., groceries, pharmacies, and outdoor physical activity) Short term (Day) Social Absences: are less than or equal to 24hrs, for absences not listed under medical, compassionate/palliative, and/or essential absences that do not include an overnight stay. *This includes off site excursions with the home. Temporary Absences: Include absences involving two or more days and one or more overnights for non-medical reasons. Attempt to provide 48-hour notice to the home as per policy. <p>NOTE: Homes cannot restrict or deny absences for medical and/or palliative or compassionate reasons at any time even if the resident is in isolation or the home is in outbreak.</p> <p>Isolation & Testing Requirements when returning from Day & Overnight absences:</p> <ul style="list-style-type: none"> No known COVID-19 exposure: No isolation is required. A PCR test on day 5 will be done following the absence. Known COVID-19 exposure: Residents must be treated as a high-risk contact. Up to date vaccinated residents are to isolate until a PCR test on day 5 is negative. Residents that are not up to date with COVID-19 vaccines are to isolate for 10 days with a PCR test on day 5. Resident requires increased testing with daily or more frequent absences as per visitor policy. Resident is exempt from these requirements if 90 days from a confirmed COVID-19 infection, assuming they are asymptomatic. 	<p>Requirements:</p> <ul style="list-style-type: none"> Actively screened each visit and asymptomatic screen testing as per policy and table 1. Show vaccination proof that you are up to date with all required COVID-19 vaccines. Sign-up for EDC status with the DON/CNM at the time of family members admission to the Home. Receive caregiver badge to show status when at home. <p>No scheduling necessary, no limit or restrictions on visiting.</p> <ul style="list-style-type: none"> Up to 4 visitors (including caregivers) per resident may visit indoors at a time. <p>Access to the Home: NOTE: Caregivers are to follow public health rules, wear appropriate PPE, and follow IPAC practices during visits.</p> <ul style="list-style-type: none"> EDCs are the only type of visitor allowed in when a resident is isolating or resides in a home or area of the home in outbreak. Caregivers provide essential support to the resident. Social, spiritual, emotional, and/or activity of daily living (ADL) support is given during the time together. Only one caregiver per time when home is in outbreak. Caregivers must keep all unnecessary personal items out of the home when in outbreak. <p>Recognizing caregivers who want to volunteer during outbreaks: Caregivers may support up to two residents who are COVID-19 positive, the home must get consent from all parties. Caregivers may also support more than one resident in non-outbreak situations with consent.</p> <p>Caregivers should not visit the home for ten days after visiting:</p> <ul style="list-style-type: none"> An individual with a confirmed case of COVID-19. An individual experiencing COVID-19 symptoms. 	<p>Requirements:</p> <ul style="list-style-type: none"> Actively screened each visit and asymptomatic screen testing as per policy and table 1. Show vaccination proof that you are up to date with all required COVID-19 vaccines. All essential visitors, including children under the age of 5, can enter the home. Essential visitors, with exception to children under the age of 5, must follow the homes vaccination policy. <p>No scheduling necessary, no limit or restrictions on visiting.</p> <ul style="list-style-type: none"> Up to 4 visitors (including caregivers) per resident may visit indoors at a time. <p>Access to the Home: NOTE: Essential visitors are to follow public health rules, wear appropriate PPE, and follow IPAC practices during visits.</p> <ul style="list-style-type: none"> Essential visitors are the only type of visitor allowed in when a resident is isolating or resides in a home or area of the home in outbreak. Essential visitors will be deemed essential by the homes staff and residents SDM/POA and include: <ul style="list-style-type: none"> Support Workers: support critical operations of the home or provide essential services to residents. Includes regulated health professionals (e.g., doctors, x-ray technicians, physiotherapists). Person Visiting a Very Ill Resident: for compassionate reasons including, but not limited to, hospice services or end-of-life care. Government Inspectors: have a statutory right to enter a long-term care home to carry out their duties. 	<p>Requirements:</p> <ul style="list-style-type: none"> Actively screened each visit and asymptomatic screen testing as per policy and table 1. All general visitors, including children under the age of 5, can enter the home. General visitors, with exception to children under the age of 5, must follow the homes vaccination policy. <p>No scheduling necessary, no limit or restrictions on visiting.</p> <ul style="list-style-type: none"> Up to 4 visitors (including caregivers) per resident may visit indoors at a time. <p>Access to the Home: NOTE: General visitors are to follow public health rules, wear appropriate PPE, and follow IPAC practices during visits.</p> <ul style="list-style-type: none"> General Visitors are the only type of visitor that can be unvaccinated, or not up to date with COVID-19 vaccinations and are only permitted to visit the home when it is not in outbreak. General visitors are visiting to provide non-essential services to the home (e.g., entertainment, individuals touring the home, personal care services such as hairdressing) and includes persons visiting residents for social reasons. <p>Outdoor Visits: No limit on the number of visitors, the home can use regular outdoor seating areas. No masks or swabbing are required for outdoor visits. Homes are to ensure physical distancing is maintained between groups.</p> <p>General Visitors are not permitted:</p> <ul style="list-style-type: none"> When the home or area of the home is in outbreak. To visit an isolating resident. When the Public Health unit so directs. The home must follow Public Health direction regarding the number of visitors.