

COVID-19 Visitor Policy

(RETIREMENT RESIDENCE) Retirement Residence has a responsibility to ensure residents receive visitors safely to help protect against the risk of COVID-19. This policy balances mitigating measures to protect the health and safety of residents, staff and visitors, with the physical, mental, emotional, and spiritual needs of residents for their quality of life and in consideration of the mental health and emotional well-being of residents and their loved ones. All visitors must comply with the requirements set out in this policy.

This policy complies with current ministry requirements per [Directive #3](#) (February 22, 2022), the [Reopening Ontario Act](#), applicable legislation and regulations, and is guided by the policies of the Ministry for Seniors and Accessibility (MSAA) and the Retirement Homes Regulatory Authority (RHRA), including the [Retirement Homes Policy to Implement Directive #3](#) (Feb 22, 2022).

If anything in this policy conflicts with requirements in applicable legislation or regulations or any other provincial requirements, including any applicable emergency orders, directives, directions, guidance, recommendations or advice issued by the CMOH and applicable to retirement homes, those requirements prevail and retirement homes must follow them.

This policy will continue to be reassessed and revised based on provincial requirements.

GUIDING PRINCIPLES

Protection of retirement home residents and staff from the risk of COVID-19 is paramount. Guidance for retirement homes is in place to protect the health and safety of residents, staff, and visitors, while supporting residents in receiving the care they need and in consideration of their mental health and emotional well-being.

This guidance is in addition to the requirements established in the Retirement Homes Act, 2010 (RHA) and its regulation (O. Reg 166/11), the Reopening Ontario Act and Directive #3 noted above. It is guided by the following principles:

- **Safety:** Any approach to visiting, absences, and activities must balance the health and safety needs of residents, staff, and visitors, and ensure risks of infection are mitigated.
- **Mental Health and Emotional Well-being:** Allowing visitors, absences, and activities is intended to support the overall physical, mental and emotional wellbeing of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All residents must be given equitable access to receive visitors and participate in activities consistent with their preferences and within restrictions that safeguard residents, staff and visitors.
- **Flexibility:** The physical characteristics/infrastructure of the home, its staffing availability, whether the home is in an outbreak or in an area of widespread community transmission, and the current status of the home with respect to infection prevention and control (IPAC) including personal protective equipment (PPE) are all variables to consider when administering home-specific policies for visiting, absences, and activities.
- **Autonomy:** Residents have the right to choose their visitors. Residents also have the right to designate their caregivers. If a resident is unable to do so, substitute decision-maker(s) may designate caregivers.
- **Visitor Responsibility:** Visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements related to screening, IPAC, PPE, and any precautions described in this policy or the visitor policy of the home.

COVID-19 Vaccination

The goal of the provincial COVID-19 vaccination program is to protect Ontarians from COVID-19. Vaccines help reduce the number of new cases and, most importantly, severe outcomes including hospitalizations and death due to COVID-19. All individuals, whether or not they have received a COVID-19 vaccine, must continue to practice the recommended public health measures, and comply with all applicable laws for the ongoing prevention and control of COVID-19 infection and transmission.

For the purposes of this policy, an individual is considered “fully immunized” when they have received:

The full series of a COVID-19 vaccine authorized by Health Canada , or any combination of such vaccines,

- One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or
- Three doses of a COVID-19 vaccine not authorized by Health Canada; and
- They received their final dose of the COVID-19 vaccine at least 14 days ago.

For the purposes of determining appropriate visitor protocols, the Retirement residence will ask everyone who enters the building to disclose their vaccination status. Anyone who refuses to disclose (and provide proof) of their vaccination status will be considered as unvaccinated and the appropriate decisions and protocols will be determined based on that status.

Requirements for Visits

Retirement homes are responsible for ensuring that residents receive visitors safely by implementing visiting practices that help to protect against the risk of COVID-19. All homes must implement and ensure ongoing compliance with the IPAC measures set out in this policy.

Homes must ensure that all staff, visitors, and residents agree to abide by the health and safety practices contained in Directive #3 and this policy as a condition of entry into the home. Public health measures must be practiced at all times.

1. The residence will adhere to the requirements in any applicable directives issued by the CMOH and directions from the local PHU. This may include direction to take additional measures to restrict access and duration of visits during an outbreak or when the PHU deems necessary.
2. The following baseline requirements will be maintained to continue to accept any visitors:
 - i. Procedures for visits including but not limited to IPAC, scheduling and any setting-specific policies.
 - ii. Communication of clear visiting procedures with residents, families, visitors and staff, including sharing an **information package** with visitors including any restrictions that might apply to certain visitors,(eg. General Visitors who are not fully vaccinated),IPAC, masking, physical distancing, proof of identification and full COVID-19 vaccination, and other health and safety procedures such as limiting movement around the residence, if applicable, and ensuring visitors' agreement to comply. Residence materials will include an expectation that visitors comply with visiting policies and procedures. **(See Appendix A)**
 - iii. A process for any person to make complaints to the residence about the administration of

- visiting policies and a timely process for resolution. The information package for visitors will include the Retirement Home Policy to Implement Directive #3 (digital link, copy upon request) and information about how to escalate concerns about the residence to the RHRA by email and/or phone.
- iv. The residence policies/procedures include an expectation that visitors comply with the visiting policy, with a process to notify residents and visitors that failure to comply with the visiting policy may result in discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high, including a way to assess refusal of entry on a case-by-case basis.
 - v. Protocols for record keeping of visitations for contact tracing purposes (to be kept for at least 30 days in accordance with Directive #3) with the minimum requirements of: name, contact information, date and time of visit, resident visited (**See Appendix D**)
 - vi. Dedicated areas for both indoor and outdoor visits to support physical distancing (2 metres separation) between residents and visitors.
 - vii. Protocols to maintain best practices for IPAC measures prior to, during and after visits.
3. Factors that will inform decisions about visits in the residence include:
- **Adequate Staffing:** The residence 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 residence 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. The residence has a testing policy and plan in place, **including adequate supply**, to support daily antigen POCT screening of all visitors, regardless of vaccination status.
 - **Access to adequate Personal Protective Equipment (PPE):** The residence has adequate supplies of relevant PPE required to support visits.
 - **Infection Prevention and Control (IPAC) standards:** The residence has appropriate cleaning and disinfection supplies and adheres to IPAC standards, including enhanced cleaning.
 - **Physical Distancing:** The residence can facilitate visits in a manner aligned with physical distancing protocols (2 metres separation).
4. If the residence restricts visits based on any of the above factors, the decision will be communicated to residents, including the reasons for the decision.

Types of Visitors

There are 3 categories of visitors: Essential Visitors, General Visitors, and Personal Care Service Providers. Retirement home staff, students and volunteers as defined in the *Retirement Homes Act, 2010* are not considered visitors. This policy also takes into consideration the vaccination status of each type of visitor.

Essential Visitors

Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident).

There are two categories of Essential Visitors: Support Workers and Essential Caregivers.

Support Workers	Essential Caregivers
<p>A Support Worker is brought into the home to perform essential services for the home or for a resident in the home, including:</p> <ul style="list-style-type: none"> ● Regulated health care professionals under the Regulated Health Professions Act, 1991 (e.g., physicians, nurses); ● Unregulated health care workers (e.g., personal support workers, personal/support aides, nursing/personal care attendants), including external care providers and Home and Community Care Support Service Providers (formerly LHIN providers); ● Authorized third parties who accommodate the needs of a resident with a disability; ● Health and safety workers, including IPAC specialists; Maintenance workers; ● Private housekeepers; ● Inspectors; ● Food delivery. 	<p>An Essential Caregiver is a type of Essential Visitor who is designated by the resident or, if the resident is unable to do so, their substitute decision-maker</p> <ul style="list-style-type: none"> ● Essential Caregivers provide care to a resident, including supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. ● Essential Caregivers may be designated per resident (designation should be made in writing to home & home should have procedure for documenting Essential Caregiver designations and any subsequent changes). Residents or an SDM are able to designate the Essential Caregiver and the necessity of an Essential Caregiver is determined by the resident or SDM. ● In order to limit the spread of infection spread, a resident and/or their SDM should be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to: <ul style="list-style-type: none"> ● A change in the resident's care needs that is reflected in the plan of care; and/or ● A change in the availability of a designated Essential Caregiver, either temporary (e.g., illness) or permanent. ● Due to the vaccination status of the designated Essential Caregiver ● Examples of Essential Caregivers include: family members <i>who provide care</i>, a privately hired caregiver, paid companions and translators. ● A resident may designate an external care provider as an Essential Caregiver even though that individual would also be considered a Support Worker.

Designated Essential Caregivers and any subsequent changes will be documented through the Executive Director or Director of Wellness by completing a new Essential Caregiver Designation Form and replacing the original designated caregiver in the folder. **(See Appendix E)**. Residents/SDMs will be encouraged to change the designation of their Essential Caregiver in limited circumstances, as noted in the above chart, in order to limit the spread of infection.

General Visitors	Personal Care Service Providers
General Visitor is a person who is not an Essential Visitor and visits:	A Personal Care Service Provider is a person who is not an Essential Visitor and visits to provide <u>non-essential personal services to residents.</u>
<ul style="list-style-type: none"> For social reasons (e.g. family members and friends of resident); To provide non-essential services (may or may not be hired by the home or the resident and/or their substitute decision-maker); and/or As a prospective resident taking a tour of the home. General visitors who are fully immunized receiving two doses of the covid vaccine prior, must pass all screening and rapid antigen testing to access the home. <p><i>General visitors who are not fully immunized a minimum of 14 days prior will be denied entry to the home. (Special considerations are granted for visiting palliative residents).</i></p>	<ul style="list-style-type: none"> Personal Care Services include those outlined under the Reopening Ontario Act, 2020 regulations, <i>O. Reg. 82/20, O. Reg. 263/20 and O. Reg. 364/20</i>, such as hair salons and barbershops, manicure and pedicure salons, aesthetician services, and spas, that are not being provided for medical or essential reasons (e.g., foot care to support mobility or reduce infections). Personal care service providers who are fully immunized receiving two doses of the covid vaccine, must pass all screening and rapid antigen testing to access the home. <p><i>Personal care service providers who are not fully immunized a minimum of 14 days prior will be denied entry to the home.</i></p>

Access to Residence

Local PHUs may require restrictions on visitors in part or all of the home, depending on the specific situation. The home and visitors must abide by any restrictions imposed by a PHU, which override any requirements or permissions in this policy if there is a conflict.

All visitors to the home must follow public health measures (e.g., physical distancing, hand hygiene, and masking) for the duration of their visit in the home.

Residents who are not isolating may receive: Essential Visitors, General Visitors and Personal Care Service Providers if they are not living in the outbreak area of a home.

Residents who are isolating under Contact and Droplet Precautions may only receive Essential Visitors. (ie, residents may not receive General Visitors or Personal Care Service Providers). The residence may permit other residents who are not self-isolating to receive General Visitors and Personal Care Service Providers, provided it is in alignment with provincial requirements and the visiting policy of the Residence, and they are not living in the outbreak area of a home.

Visitors must follow requirements as follows:

Visitors must show a piece of identification with their name and date of birth along with either a paper or electronic version of their proof of vaccination when visiting a retirement home.

Acceptable proof of vaccination is an enhanced vaccine certificate with a quick response (QR code). Photo identification is not required. Examples of identification that may be used include:

- Birth certificate
- Driver's license
- Government (Ontario or other) issued identification card

- Passport
- Citizenship card
- Permanent resident (PR) card
- Indian Status Card or Indigenous Membership Card.

All Visitors:

1. All residents, families, visitors and staff will be provided with this policy and information package, including education on all required protocols (including visitor complaints process). **All visitors must review the contents of the information package prior to their visit and comply with the policy.** Additional applicable policies and procedures will also be communicated as needed.
2. All visits to the residence, including by Essential Visitors, will be documented, including at minimum: the visitors' name, contact information, date and time of visit, and purpose of visit (e.g. name of resident visited) and their vaccination status. These records will be kept for a minimum of 30 days and will be readily available to the local PHU for contact tracing. Records will be kept as per recommendations of RHRA and Public Health. **(See Appendix D)**
3. All visitors will be actively screened for symptoms and exposure history, and will be antigen tested for COVID-19 before they are allowed to enter the residence and for outdoor visits (See "*Screening Visitors for COVID-19*" below and **Appendix D**).
4. All visitors must pass all screening requirements, including active screening and rapid antigen testing **each time they enter the home**. Antigen POCT results are valid for one calendar day. If persons fail screening or refuse to comply with the home's policy, entry to the home will be denied.
5. Visitors must follow public health measures (e.g., active screening, physical distancing (2 metres separation), hand hygiene, masking for source control) and the visiting policy for the Residence for the duration of their visit.
6. All visitors must agree to abide by the health and safety practices contained in Directive #3 as a condition of entry into the residence. **(See Appendix D)**
7. The residence will facilitate visits for residents and will not unreasonably deny visitors based on frequency of visits.
8. Unnecessary entry into the residence by visitors will be minimized (e.g., the residence will encourage food or package delivery to the foyer for resident pick up or staff delivery).
9. The number of visitors permitted as outlined in the Retirement Homes Policy to Implement Directive #3 is noted below, however local PHU may advise further restrictions on visitors in part or all of the residence, depending on the specific situation. The residence and visitors must abide by any restrictions imposed by a PHU.
10. Best practices for IPAC measures will be maintained prior to, during and after visits. Proper and consistent usage of PPE, consistent, proper and frequent handwashing, appropriate physical distancing are some of the many protocols in place.
11. To support physical distancing between residents and visitors, designated indoor and outdoor visiting areas have been established and are identified.
12. General visits will be booked in advance. Visits will be staggered to allow for sufficient time between visits for cleaning and disinfecting.
13. To further limit risk to residents, Visitors who have symptoms of COVID19, have tested positive for it or who are close contacts of someone with COVID19, including those with a household member who is symptomatic, should avoid visiting homes for 10 days from the onset of symptoms or from receiving a positive test result or from the date of their last exposure (whichever is earlier).

<p>1. Essential Visitors (Support Workers & Essential Caregivers)</p>	<ul style="list-style-type: none"> • Staff and fully vaccinated General Visitors and Essential Visitors should physically distance (2 metres separation) from residents and other staff unless providing direct care or support to a resident. • Must not exceed 50% of the total capacity of the gathering or event space to ensure physical distancing can be maintained, including staff and fully vaccinated General Visitors and Essential Caregivers in attendance. • Essential Caregivers who are not fully vaccinated may visit a resident who is self-isolating, upon demonstrating a negative antigen POCT and following public health measures (e.g. hand Hygiene, eye protection and masking) for duration of visit. In-suite services should only be provided if necessary. • Fully immunized Essential Caregivers may join a fully immunized resident during a mealtime when there are no directives in place that state otherwise. Please speak to the Executive Director or Director of Wellness in advance to confirm availability and the ability to physically distance from other residents.
<p>2. General Visitors</p>	<ul style="list-style-type: none"> • General Visitors are permitted, up to 5 persons at one time indoors and 12 persons outdoors, unless a resident is self-isolating and on Droplet and Contact Precautions, or the home is advised by the local PHU to stop general visits (e.g., during an outbreak). • General Visitors must pass screening requirements, including rapid testing, and be reminded to follow applicable public health measures while visiting the home. <p>General visitors who are not fully immunized a minimum of 14 days prior will be denied entry to the home. (<i>Special considerations are granted for visiting palliative residents</i>). Visits will be evaluated on a case by case basis.</p> <p>Outdoor visits will be encouraged as much as possible, however depending on residents' needs and seasonality, indoor visits, in-suite visits, and/or social absences may be supported.</p> <p>If all other requirements are met, then the residence will not unreasonably deny visits as long as the following policies are followed:</p> <ul style="list-style-type: none"> • General Visitors may visit a resident in an indoor or outdoor designated area, including in- suite. • General Visitors and residents must maintain physical distancing (2 metres separation) for the duration of the visit. This is with the exception of brief physical contact when hugging. • General Visitors must wear masks for the duration of the visit, unless exempt under the Directive #3 masking requirements (masking for residents is recommended). <ul style="list-style-type: none"> ○ When indoors, General Visitors must wear a medical mask. ○ When outdoors, General Visitors must wear a medical or non-medical mask. • The residence will consider the size of the designated space to allow physical distancing between residents and visitors, and visitors from different households. <p>For all visits with General Visitors, the following measures should be in place:</p> <ul style="list-style-type: none"> • The residence should ensure equitable access for each resident. • Visits should be booked in advance. • Opening windows should be considered for indoor and in-suite visits to allow for air circulation.

3. Personal Care Service Providers	<p>Personal Care Service Providers who are visiting or work on site as contractors are permitted to provide services in alignment with provincial requirements for their services.</p> <p>Personal care service providers who are not fully immunized a minimum of 14 days prior will be denied entry to the home.</p> <p>Personal Care Service Providers employed by the home may continue providing personal care services to residents.</p> <p>When providing services, Personal Care Service Providers must:</p> <ul style="list-style-type: none"> • Follow required public health and IPAC measures for Personal Care Service Providers and those of the home, including wearing a medical mask for the duration of their time to the home, eye protection when providing a service within 2 metres of an unmasked resident, practicing hand hygiene and conducting environmental cleaning after each appointment. • Recommend residents to wear a medical mask during their services, if services do not require the removal of masks. • Document all residents served and maintain the list for at least 30 days to support contact tracing. • If the home has personal services on-site (e.g., salons), they must operate at 50% physical capacity to align with provincial requirements.
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Screening Visitors for COVID-19

Asymptomatic Testing

The residence may follow any asymptomatic testing guidance issued by the RHRA and currently engages in daily rapid testing for all staff. **All visitors, including essential caregivers will be rapid antigen tested upon entry to the home, regardless of immunization status, every visit.** Asymptomatic testing of contacts for homes in outbreak will continue to be managed by local public health.

Active Screening

- All Visitors regardless of their vaccination status must be actively screened and demonstrate a negative antigen POCT result to be permitted entry including for outdoor visits. Homes must follow the Ministry of Health's COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes, effective December 9, 2021 or as current, for the minimum active screening requirements and exemptions to them. **(See Appendix D).**

Visitors who do not pass screening will not be permitted access, unless:

- It cannot be assured that resident care can be maintained if the visitor's entry were refused, assessed on a case-by-case basis by the residence. This must be in consultation and coordination with the Executive Director and/or the Director of Wellness and will be determined based on risk factors to the resident.

Exceptions to passing screening are:

- First responders – must be permitted entry without screening in emergency situations
- Visitors for imminently palliative residents – must be screened and rapid tested prior to entry, but if they fail screening, they must be permitted entry but the residence will ensure that they wear a medical (surgical/procedural) mask and shield and maintain physical distance from other residents and staff.
- Visitor entry and their screening results will be documented and retained for at least 30 days to support contact tracing. **(See Appendix D).**

1. **Safety Review - Essential Visitors**

- a) If the residence is **declared in outbreak**, prior to visiting any resident for the first time, the residence may provide training to Essential Caregivers, and Support Workers who are not trained as part of their service provision or through their employment. Training will address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. Alternatively, if the residence does not provide the training, Essential Caregivers and Support Workers will be directed to appropriate resources from [Public Health Ontario](#) to acquire this training.
- b) For homes **not in outbreak**, prior to visiting any resident for the first time, and at least once every month thereafter, the residence will ask Essential Caregivers and Support Workers to verbally attest that they have:
 - i. Read/Re-Read the following documents:
 - The residence's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - ii. Watched/Re-watched the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and
 - [How to Hand Wash](#).
- c) Safety review screening will be documented and retained for at least 30 days **(See Appendix D)**.

2. **Safety Review - General Visitors and Personal Care Service Providers**

- a) All fully vaccinated general and personal care service provider visitors, prior to visiting any resident for the first time, and at least once every month thereafter, the residence may ask General Visitors and Personal Care Service Providers to verbally attest that they have:
 - i. Read/Re-Read the following documents:
 - The residence's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - ii. Watched/Re-watched the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and
 - [How to Hand Wash](#).
- b) Safety review screening may be documented and retained for at least 30 days **(See Appendix D)**.
- c) General Visitors and Personal Care Service Providers who are not fully vaccinated or do not provide proof of identification and full COVID-19 vaccination will generally not be permitted entry to the home. Those who may be granted entry on special circumstance only must attest to completing the Safety Review **each time they enter the home**.

Personal Protective Equipment

Visitors must wear PPE as required in Directive #3, which requires the residence to follow Directive #5 for Hospitals and Long-Term Care Homes:

1. **Essential Visitors**

- a) Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. The residence may provide access to PPE to Essential Caregivers if they are unable to acquire PPE independently. This may include providing access to medical masks (surgical/procedure), face shields or eye goggles and any additional PPE

required to maintain Contact and Droplet Precautions when providing care to residents who are isolating on Droplet and Contact Precautions.

b) Per Directive #3, Essential Visitors:

- i. Must use a medical mask while in the residence, including while visiting a resident who does not have, or is not suspected to have COVID-19 in their room (the resident should also wear a mask, if tolerated).
 - ii. Must wear appropriate eye protection (e.g., goggles or face shield) when providing care to residents with suspected/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area. In all other circumstances, the use of eye protection is based on the point-of-care risk assessment when within 2 metres of a resident(s) and as determined by changes to directives caused by the status of the pandemic.
 - iii. Who are health care workers providing direct care or in contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5. For a summary of requirements, please see Public Health Ontario's IPAC Recommendations for Use of PPE for Care of Individuals with Suspect or Confirmed COVID-19, <https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>, updated December 15, 2021.
- c) The residence may reinforce appropriate use of PPE for Essential Visitors as outlined in Directive #5.
- d) Essential Visitors must attest to having received training on proper use of PPE, as noted above.
- e) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must follow staff reminders and coaching on proper use of PPE. Any visitor, regardless of vaccination status, who does not comply with appropriate usage of PPE following coaching/direction from the staff of the Residence, may be asked to leave the residence.
- f) Essential Visitors who are not fully vaccinated or do not provide proof of identification and full COVID-19 vaccination must wear at minimum a medical mask and eye protection (e.g., goggles or face shield) for the duration of their time at the home if they are within 2 metres of a resident.

2. **General Visitors and Personal Care Service Providers**

- a) General Visitors and Personal Care Service Providers must wear a medical mask for indoor visits or a non-medical mask for outdoor visits and are responsible for bringing their own mask.
- b) General Visitors and Personal Care Service Providers must attest to having read the documents and watched the videos on PPE, as noted above.
- c) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors must follow staff reminders and coaching on proper use of PPE.

Retirement Home Tour Requirements

Prospective residents may be offered in-person, targeted tours of empty suites during off hours. These tours must adhere to all public health measures and the following precautions:

- All tour participants are subject to the General Visitor screening, testing, and PPE requirements outlined in this document (e.g., active screening, wearing at minimum a medical mask, IPAC, maintaining social distance).
- The tour route must be restricted in a manner that avoids contact with residents and staff.
- The tour groups should not exceed the number of permitted indoor visitors.

All in-person tours should be paused if a home goes into outbreak, unless permitted by the local PHU.

Discontinuation of Visits/Refusal of Entry

All visitors to the residence are expected to comply with the visiting policy. Failure to comply with the residence's visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high.

- Refusal of entry will be assessed on a case-by-case basis by management/Designate. The non-compliant visitor will be asked to comply with the visiting policy but refusal or continued non-compliance will result in the visitor being told to leave by management and the incident being documented. The visitor and resident will be notified in writing that this visitor will not be readmitted to the residence until they review and sign the visitor policy, including the education provided herein. Continued non-compliance may result in a visitor not being permitted to enter the building as long as the residence is under COVID-19 precautions.

Complaints Process

1. If a visitor has a complaint about the administration of the residence's visiting policies, they will be directed to share their complaint by phone or email with the Executive Director. Concerns may be escalated to the RHRA via email or phone. This process is documented in the Information Package for Visitors attached to this policy.

Accessibility Considerations

The residence is required to meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005.

Appendix:

Appendix A - Information Package for Visitors

Appendix B - Sample Signage for Visitors

Appendix C - Sample Visiting Schedule

Appendix D - Visitor Screening

Appendix E – Sample COVID-19 Waiver of Liability, Declaration, & Indemnity Agreement Template

Appendix F – Essential Caregiver Designation Form

Appendix G – MSAA Visitor Signage

References:

Ministry of Health (MOH) Directive #3 – July 14, 2021

https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf

Retirement Homes Policy to Implement Directive #3 – July 14, 2021

<https://www.rhra.ca/wp-content/uploads/2021/07/RH-Policy-to-Implement-Directive-3-Step-3-FINAL.pdf>

Retirement Homes Regulatory Authority (RHRA) Scenario Matrix: Retirement Home COVID-19 Visiting Policy – June 9, 2021

<https://www.rhra.ca/wp-content/uploads/2021/06/Visitor-Matrix-Effective-Date-June-9.pdf>

Appendix A – Information Package for Visitors

Note Visitor Requirements Identified Herein:

As part of the residence's policy on visits during COVID-19, all residents, families, visitors and staff will be provided with this information package, including education on all required protocols.

Visitor restrictions are based on [Directive #3](#) issued by the Chief Medical Officer of Health (CMOH), the [Reopening Ontario, \(A Flexible Response to COVID-19\) Act, 2020](#), and Retirement Homes Regulatory Authority (RHRA) and the updated Retirement Homes Policy to Implement Directive #3 effective February 22, 2022, found here: <https://www.rhra.ca/wp-content/uploads/2022/02/Retirement-Homes-Policy-to-Implement-Directive-3-2022-Feb-17-2022-Final-Approved.pdf>

Compliance with Policy

All visitors must review the Information Package for Visitors prior to their visit and comply with the policy. Additionally, all visitors must agree to abide by the health and safety practices contained in Directive #3 as outlined in this policy as a condition of entry into the residence. Recommended public health measures, as well as all applicable laws, must be practised at all times regardless of **whether or not an individual has received a COVID-19 vaccine**. Failure to comply with the residence's visiting policies may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/Designate.

The non-compliant visitor will be asked to comply with the visiting policy but refusal or continued non-compliance will result in the visitor being told to leave by management and the incident being documented. The visitor and resident will be notified in writing that this visitor will not be readmitted to the residence until they review and sign the visitor policy, including the education provided herein. Continued non-compliance may result in a visitor not being permitted to enter the building as long as the residence is under Covid-19 precautions.

Limiting Movement in the Residence

All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All visitors will be actively screened and rapid tested at the beginning of their visit before they are allowed to enter the residence. Visitors will not be permitted access if they do not pass screening, unless an exception applies as noted in this policy (e.g. first responders, visitors for imminently palliative residents, if resident care cannot be maintained as assessed by the residence).

The number of visitors per resident are set out in the residence's visiting policy and may vary based upon direction from the RHRA (Retirement Home Regulatory Authority) or the local public health unit (PHU). The local public health unit (PHU) may advise further restrictions on visitors in part or all of the residence depending on the specific situation. Visitors must abide by any restrictions imposed by a PHU.

Residents who are self-isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

Complaints Process

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact the Executive Director **(Insert Name)** by phone at **(xxx-xxx-xxxx)** or email **(insert email here)** and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with the residence's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email (info@rhra.ca) and/or phone (1-855-275-7472).

A printed copy of the Retirement Homes Policy to Implement Directive #3 (effective February 22, 2022) is available upon request.

Physical Distancing

Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people whenever possible. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.

Physical distancing also means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g., older adults and those in poor health)

Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors. Physical distancing (a minimum of 2 metres or 6 feet) must be practised at all times by all individuals at all times, except for the purposes of providing direct care to a resident(s) or brief physical contact when hugging.

All visitors must comply with the residence's protocols on physical distancing as per the CMOH Directive #3.

Things to avoid



Read more about physical distancing [here](#)
(Source: Public Health Ontario)

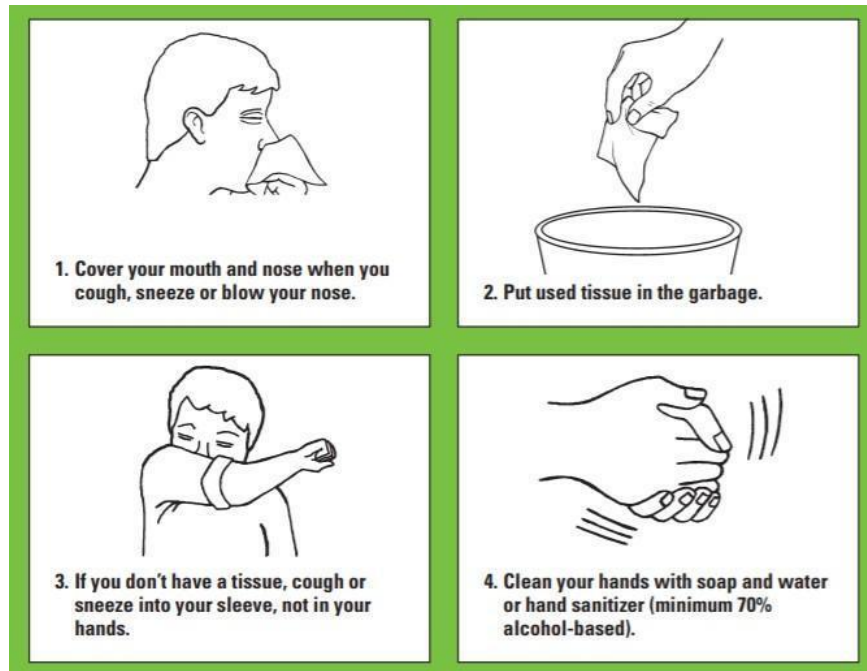
If sharing electronically, keep link providing printed copy, include handouts at end of information package – or reference site specific materials]

Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing or sneezing.

Respiratory etiquette must be practiced by all visitors during all visits on the residence property to reduce the risk of COVID-19 transmission.

Following these steps is important:



Read more about respiratory etiquette [here](#) (Source: Public Health Ontario)

Hand Hygiene

Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

- **Handwashing** with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or sanitize your hands at the end of the visit as well.

Follow these steps:

Video: [How to Hand Wash](#)

Read more about hand hygiene [here](#)
(Source: Public Health Ontario)

Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

All visitors must follow the residence's infection and prevention control protocols (IPAC), including proper use of masks and appropriate physical distancing.

IPAC practices include:

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

Read more about best practices for infection prevention and control [here](#) (Source: Public Health Ontario)

Use of Personal Protective Equipment (PPE)

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19.

All visitors must comply with the residence's protocols for PPE, include proper donning and doffing of PPE and following instructions on use provided by the residence.

Personal Protective Equipment

Visitors must wear PPE as required in Directive #3, which requires the residence to follow Directive #5 for Hospitals and Long-Term Care Homes:

3. Essential Visitors

- a) Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. The residence may provide access to PPE to Essential Caregivers if they are unable to acquire PPE independently. This may include providing access to medical masks (surgical/procedure), face shields or eye goggles and any additional PPE required to maintain Contact and Droplet Precautions when providing care to residents who are isolating on Droplet and Contact Precautions.
- b) Per Directive #3, Essential Visitors:
 - i. Must use a medical mask while in the residence, including while visiting a resident who does not have, or is not suspected to have COVID-19 in their room (the resident should also wear a mask, if tolerated).
 - ii. Must wear appropriate eye protection (e.g., goggles or face shield) when providing care to residents with suspected/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area. In all other circumstances, the use of eye protection is based on the point-of-care risk assessment when within 2 metres of a resident(s) and as

determined by changes to directives caused by the status of the pandemic.

- iii. Who are health care workers providing direct care or in contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5. For a summary of requirements, please see Public Health Ontario's IPAC Recommendations for Use of PPE for Care of Individuals with Suspect or Confirmed COVID-19, <https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>, updated December 15, 2021.
 - c) The residence may reinforce appropriate use of PPE for Essential Visitors as outlined in Directive #5.
 - d) Essential Visitors must attest to having received training on proper use of PPE, as noted above.
 - e) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must follow staff reminders and coaching on proper use of PPE. Any visitor, regardless of vaccination status, who does not comply with appropriate usage of PPE following coaching/direction from the staff of the Residence, may be asked to leave the residence.
 - f) Essential Visitors who are not fully vaccinated or do not provide proof of identification and full COVID-19 vaccination must wear at minimum a medical mask and eye protection (e.g., goggles or face shield) for the duration of their time at the home if they are within 2 metres of a resident.
4. **General Visitors and Personal Care Service Providers**
- a) General Visitors and Personal Care Service Providers must wear a medical mask for indoor visits or a non-medical mask for outdoor visits and are responsible for bringing their own mask.
 - b) General Visitors and Personal Care Service Providers must attest to having read the documents and watched the videos on PPE, as noted above.
 - c) The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors must follow staff reminders and coaching on proper use of PPE.

Retirement Home Tour Requirements

Prospective residents may be offered in-person, targeted tours of empty suites during off hours. These tours must adhere to all public health measures and the following precautions:

- All tour participants are subject to the General Visitor screening, testing, and PPE requirements outlined in this document (e.g., active screening, wearing at minimum a medical mask, IPAC, maintaining social distance).
- The tour route must be restricted in a manner that avoids contact with residents and staff.
- The tour groups should not exceed the number of permitted indoor visitors.

All in-person tours should be paused if a home goes into outbreak, unless permitted by the local PHU.

Public Health Ontario:

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

Videos:

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[Taking off Mask and Eye Protection](#)

Appendix B – Signage for Visitors

Visits with Your Loved Ones During COVID-19

Expectations for Visits

Staying connected with others and the outdoors is important for everyone's well-being. To ensure the safety of residents and the whole retirement home community, all general visitors, and essential visitors as applicable, must adhere to the following restrictions as per Ontario's Chief Medical Officer of Health [Directive #3](#). The residence has established visiting procedures to meet the health and safety needs of residents, staff, and visitors. Please refer to the RHRA Retirement Homes Policy to Implement Directive #3 for more information.

<https://www.rhra.ca/wp-content/uploads/2022/02/Retirement-Homes-Policy-to-Implement-Directive-3-2022-Feb-17-2022-Final-Approved.pdf>

The following requirements must be met for visits to happen, they include:

- Visits can only be arranged if there is adequate staffing to implement the visitor policy and ensure safe visiting
- Visits can only be arranged if there is adequate testing in the event of a suspected outbreak, including adequate supply of rapid tests available within the Home
- Visits can only be arranged if there is enough personal protective equipment (PPE) required to support visits
- Visits can only be arranged if the residence can facilitate visits with physical distancing as applicable
- Visitors must pass the screening process, including rapid testing, every time they visit

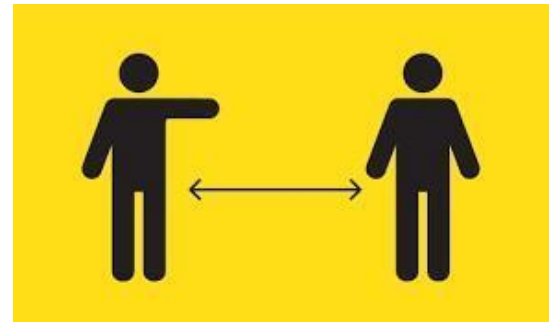
and will not be permitted entry, unless an exception applies per the residence's policy

- Visitors must comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
 - Visitors must wash/sanitize hands before and after each visit
 - Visitors must practice physical distancing (2 metres/6 feet apart) as applicable
- Essential visitors are permitted to visit a resident who is in isolation on Droplet and Contact Precautions; or resides in an outbreak area of the home. General Visitors are not permitted during these circumstances.
- In the event of an outbreak, or suspected outbreak, Public Health may impose additional restrictions, including stopping visitation.
- General visitors must follow group size limits as outlined in the residence's policy or as defined by RHRA, MSAA, or Public Health.

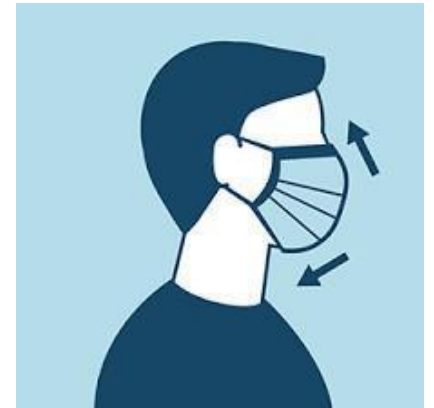
It is important that all visits are booked in advance to ensure that all of the above criteria are met so both you and the resident you wish to visit are not disappointed upon arrival.

Guidelines for Outdoor Visits

- Practice physical distancing
- Keep at least 2 metres or 6 feet apart



- Wearing a mask (medical or non-medical) at all times is a MUST
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit



Appendix C - Visiting Schedule

Per the Retirement Homes Policy to Implement Directive #3, general visits should be booked in advance.

Name of Residence:		Date:	
Visiting Hours:	From:	To:	

Time	Resident Name Suite #	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident	Name of Visitor Phone Number Relationship to Resident
9:00 – 9:45 am				
Clean and Disinfect				
10:00-10:45 am				
Clean and Disinfect				
11:00 – 11:45 am				
Clean and Disinfect				
12:00-12:45 pm				
Clean and Disinfect				
1:00 – 1:45 pm				
Clean and Disinfect				
2:00 – 2:45 pm				
Clean and Disinfect				
3:00 – 3:45 pm				
Clean and Disinfect				
4:00 – 4:45 pm				
Clean and Disinfect				

5:00-5:45 pm				
Clean and Disinfect				
6:00 – 6:45 pm				
Clean and Disinfect				

Appendix D – Visitor Screening

COVID-19 ACTIVE SCREENING TOOL – VISITORS; updated Feb 22, 2022

This tool may be used for all visitors: Essential Visitors (Support Workers and Essential Caregivers), General Visitors and Personal Care Service Providers. Active screening once at the beginning of visit is required, however, first responders must be permitted entry without screening in emergency situations.

Please have the visitor answer the following questions:

Please answer all these questions, and if you answer **YES to any of questions 1-9. Please let staff person screening you know.**

1. Are you currently experiencing any of the following symptoms that are new or worsening that are not related to chronic conditions or other known causes:
A. Fever and or Chills, Cough, Shortness of breath, Sore throat, Runny/Stuffy Nose, Headache, Decrease or loss of taste and or smell, Fatigue, Lethargy, Unusual Tiredness or Lack of Energy, Muscle aches/Joint pain, Nausea/Vomiting, Diarrhea

Yes	No
------------	-----------
2. In the last 14 days, have you travelled outside of Canada AND have been advised to quarantine per the Federal Quarantine Requirements?

Yes	No
------------	-----------
3. Has a Doctor, Health Care Provider or Public Health Unit told you that you should be isolating (staying at home)?

Yes	No
------------	-----------
4. In the last 10 days, have you been identified as a “close contact” of someone who currently has Covid-19?

Yes	No
------------	-----------
5. In the last 10 days, have you received a Covid Alert Exposure Notification on your cell phone?

Yes	No
------------	-----------
6. In the last 10 days, have you tested positive on any lab based PCR testing or Rapid Antigen Testing?

Yes	No
------------	-----------
7. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?

Yes	No
------------	-----------
8. In the last 14 days, has someone in your household (someone you live with) travelled outside of Canada AND been advised to quarantine (as per the federal quarantine requirements)?

Yes	No
------------	-----------
9. In the last 10 days, has someone in your household (someone you live with) been identified as a “close contact” of someone who currently has COVID-19 AND advised by a doctor, healthcare provider or public health unit to self-isolate?

Yes	No
------------	-----------
11. Have you received 2 or more covid-19 vaccinations more than 14 days ago?

Yes	No
------------	-----------
12. Rapid Antigen Test Result

Positive	Negative
-----------------	-----------------

If any of the questions 1-10 are answered as “yes”, entry to the home may be denied.

Screening Passed (P):

If the individual answers **NO** to #1-10 and **YES** to #11 & 12, they have passed the screening and can enter the home*. They must use hand sanitizer and need to wear a mask to enter the home and should be told to self-monitor for symptoms while in the home and report any symptoms immediately. Additional PPE may be required based on the resident interaction per this policy.

*A Safety Review must also be completed as applicable: (See "SAMPLE COVID-19 SAFETY REVIEW – VISITORS")

1. For Essential Visitors:

- ***If the residence is declared in outbreak, prior to visiting any resident for the first time:***
Verbal attestation of having received PPE training
- ***For homes not in outbreak, prior to visiting any resident for the first time, and at least once every month thereafter:***
Verbal attestation of having read/re-read and watched/re-watched the required materials as applicable

2. For General Visitors & Personal Care Service Providers:

- ***Prior to visiting any resident for the first time, and at least once every month thereafter:***
Verbal attestation of having read/re-read and watched/re-watched the required materials as applicable
NOTE: Under special circumstances, an unvaccinated general visitor or personal care service provider may be permitted to enter the home if they are not fully vaccinated. For those granted this special entry, it is mandatory that they attest to the safety review every time they visit.

Screening Failed (F):

- A. If the individual answers **YES** to any question #1-10, they have not passed the screening and should not be permitted entry. They should be told to go or stay at home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get medical advice or an assessment, including if they need a COVID-19 test.
- B. If the individual answers **YES** to #6-8, they must be advised to stay home until the sick individual gets a negative COVID-19 test result, is cleared by their local PHU, or is diagnosed with another illness.
- C. If the individual answers **NO** to #11, report to management to address. The visitor may not be permitted entry into the residence.
- D. If the individual answers **NO** to #11 and they are a general visitor or Personal Care Service Provider, entry to the home is not permitted without special permission from the Executive Director or designate, and with additional restrictions. If they are an Essential Visitor or Essential Caregiver, additional restrictions and PPE expectations apply (see policy).
- E. **Exceptions to not passing screening:**
 - First responders – must be permitted entry without screening in emergency situations
 - Visitors for imminently palliative residents – must be screened prior to entry, but if they fail screening, they must be permitted entry but the residence will ensure that they wear a medical (surgical/procedural) mask and facial shield (or goggles) and maintain physical distance from other residents and staff.
- F. Fully immunized essential visitor as per the [COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes](#), effective December 9, 2021 or as current.
- G. Entry to be assessed on a case-by-case basis which includes the assurance that resident care can be maintained if entry is refused. This will need to be addressed by the Executive Director and/or Director of Wellness based on the risk to the resident.

SAMPLE COVID-19 SAFETY REVIEW – VISITORS

Essential Visitors

A. Residence declared in outbreak:

Prior to visiting any resident for the first time, the Essential Caregiver/Support Worker verbally attests that they have:

i. Received training* on proper use of PPE (i.e., how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene)	Yes	No
--	-----	----

*training provided by residence, or individual directed to Public Health Ontario resources

B. Residence not in outbreak:

Prior to visiting any resident for the first time, and at least once every month thereafter, the Essential Caregiver/Support Worker verbally attests that they have:

1.	Read/Re-Read the following documents:		
	I. The home's visitor policy	Yes	No
	II. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	I. Putting on Full Personal Protective Equipment	Yes	No
	II. Taking off Full Personal Protective Equipment	Yes	No
	III. How to Hand Wash	Yes	No

General Visitors and Personal Care Service Providers

Prior to visiting any resident for the first time, and at least once every month thereafter, the General Visitor/Personal Care Service Provider verbally attests that they have:

1.	Read/Re-Read the following documents:		
	III. The home's visitor policy	Yes	No
	IV. Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE)	Yes	No
2.	Watched/Re-watched the following Public Health Ontario videos:		
	IV. Putting on Full Personal Protective Equipment	Yes	No

	V. Taking off Full Personal Protective Equipment	Yes	No
	VI. How to Hand Wash	Yes	No

Note: Any General Visitors or Personal Care Service Providers who are visiting in the home under special circumstances and are not fully immunized must attest to having reviewed the above documents every time they enter the home.

[illegible]

Appendix E - COVID-19 Waiver of Liability, Declaration, & Indemnity Agreement

COVID-19 WAIVER OF LIABILITY, DECLARATION, & INDEMNITY AGREEMENT

You are choosing to visit, perform contracted services at, or return to your residence at a senior living and retirement community. You acknowledge and agree that YOU DO SO AT YOUR OWN RISK, including the increased risk of contracting or transmitting the COVID-19 virus, or a variant thereof. You understand and acknowledge that COVID-19 may be present. (Name of residence) is taking prudent steps to implement and enforce appropriate protocols to keep residents and visitors safe, but we cannot assure you that you will not contract or transmit the COVID-19 virus.

By executing this Agreement, you agree that you will conform to any and all directives, recommendations, and protocols implemented by (Name of residence), for the entire duration of your attendance, whether you are a visitor, contractor, or a resident. Visitors and contractors agree that you will not enter (Name of residence) under any circumstances if you feel unwell, have a fever, exhibit a cough, are experiencing any other symptoms associated with COVID-19, or have any reason to believe you have been exposed to same. Residents agree that you will notify (Name of residence) staff prior to your return if you are experiencing any symptoms of COVID-19, if you have not adhered to COVID-19 safety protocols established by local Government and health authorities in the place you are returning from, and you will adhere to any self-isolation or testing/tracing protocols implemented by (Name of residence) staff.

Visitors and contractors further agree that, throughout the duration of your attendance at (Name of residence), you will:

- Participate in active screening (including a Safety Review as applicable);
- Practice hand hygiene;
- Wear a mask at all times, as applicable;
- Practice physical distancing;
- Refrain from any close contact with others;
- Remain in designated visiting areas, as applicable;
- Inform staff immediately upon experiencing any symptoms related to COVID-19.

In consideration of being allowed to enter, or return to (Name of residence) (subject to the guidelines or requirements of the *Ontario Ministry of Health and the Ministry for Seniors and Accessibility*), you ACKNOWLEDGE and AGREE that (Name of residence) WILL NOT BE LIABLE TO YOU IN ANY WAY if you contract or transmit COVID-19 as a result of your visit or stay at (Name of residence), including any subsequent physical or psychological symptoms that you may experience. Further, if you, your child, another visitor, a resident, or anyone on behalf of same, make(s) a claim against (Name of residence) as a result of your contraction or your transmission of COVID-19, YOU WILL INDEMNIFY, SAVE AND HOLD (NAME OF RESIDENCE) HARMLESS from any liability, damage, cost, litigation expense, loss, or fees which (Name of residence) may incur as a result of such claim.

By completing and submitting this Agreement, you confirm that you have read and understand it, and that you are aware that you are waiving legal rights against (Name of residence), INCLUDING THE RIGHT TO SUE:

Name / Signature of Visitor or Contractor (circle which one): _____ / _____

Name / Signature of Resident(s): _____ / _____

Name of Visiting Child/Children (if applicable): _____ / _____

Date: _____

AGREEMENT IN FULL FORCE AND EFFECT FOR ENTIRE DURATION OF ATTENDANCE AT (NAME OF RESIDENCE)

Appendix F– Essential Caregiver Designation Form

Designation of Essential Caregiver(s) Under COVID-19 Visitor Policy

Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident). There are two categories of Essential Visitors: Support Workers and Essential Caregivers.

An Essential Caregiver is a type of Essential Visitor who is **designated by the resident** or, if the resident is unable to do so, **their substitute decision-maker (SDM)**. Essential Caregivers visit to provide care to a resident. This includes supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. Examples of Essential Caregivers include family members who provide care, a privately hired caregiver, paid companions, and translators.

A resident may designate an external care provider as an Essential Caregiver even though that individual would also be considered a Support Worker.

Essential Caregivers may be designated per resident **in writing using this form**. Any subsequent changes will also be documented using this form.

Note: In order to limit infection spread, a resident and/or their SDM may be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to:

- A change in the resident's care needs that is reflected in the plan of care; and/or
- The vaccination status of an Essential Caregiver
- A change in the availability of a designated Essential Caregiver, either temporary (e.g., illness) or permanent.

Caregiver Responsibilities:

- All visitors must comply with the residence's visiting policy and procedures. Failure to comply with the visiting policy may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high.
- Prior to visiting any resident, visitors must follow screening requirements, including active screening, and safety review as applicable.
- If improper PPE practices are alleged or observed, the Essential Visitor must follow staff reminders and coaching on proper use of PPE.

Essential Caregiver Designation Form

Resident's Name: _____ **Suite #:** _____

Essential Caregiver: _____ **Relationship to Resident:** _____

Phone #: _____ **Email:** _____

Vaccination Status: _____

Essential Caregiver: _____ **Relationship to Resident:** _____

Phone #: _____ **Email:** _____

Vaccination Status: _____

Essential Caregiver: _____ **Relationship to Resident:** _____

Phone #: _____ **Email:** _____

Vaccination Status: _____

Designated By: ☐ Resident / ☐ SDM

Resident's Signature (if applicable): _____

SDM's Signature (if applicable): _____

Date Signed: _____

CHANGE OF DESIGNATED CAREGIVER(S): (if applicable)

Essential Caregiver: _____ **Relationship to Resident:** _____

Phone #: _____ **Email:** _____

Vaccination Status: _____

Essential Caregiver: _____ **Relationship to Resident:** _____

Phone #: _____ **Email:** _____

Vaccination Status: _____

Designated By: ☐ Resident / ☐ SDM

Resident's Signature (if applicable): _____

SDM's Signature (if applicable): _____

Date Signed/Changes Take Effect: _____

Appendix G – MSAA Visitor Signage

All signs can be downloaded and printed here:

https://www.orcaretirement.com/wp-content/uploads/RetirementHomes-Visitors_Posters-EN-FINAL-july172020-FINAL-ua.pdf

