

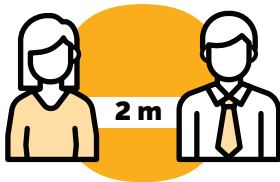
Compassionate Care  
Visits During COVID-19

## **This long-term care home is currently experiencing an outbreak of COVID-19.**

If you are an essential visitor, you may still be allowed to visit the home. You will have to be screened before entry. Essential visitors include those performing essential support services (e.g., food delivery, inspector, maintenance, or health care services, such as mobile X-ray or foot care) or a person visiting a very ill or palliative resident.



For everyone's protection, we will supply you with personal protective equipment, including a mask, a gown, eye protection and gloves. You must wear this equipment at all times while in the outbreak area in the home.



Please maintain physical distancing, where possible.

Our staff may advise you of additional requirements. You must follow their directions — for the safety of residents, staff, and you.

# Welcoming Indoor Visitors to Your Home During COVID-19

**For indoor visits to resume**, your home must first meet ALL of the requirements on this checklist.

- Your home is NOT currently in outbreak.
- You have a process for communicating with residents, families and staff about visits and associated procedures (scheduling visits that are at least 30 minutes long, infection prevention and control, etc.).
- You will create and maintain a list of visitors, and keep that list available for the appropriate staff members to access.
- You have information for every visitor that provides clear directions on safety precautions, including:
  - Physical distancing
  - Respiratory etiquette
  - Hand hygiene
  - Infection prevention and control practices (IPAC)
  - Proper use of personal protective equipment (PPE), and
  - Limiting movement around the home.

You are responsible for ensuring visitors comply, and for establishing an approach to dealing with non-adherence to your home policies and procedures, including the discontinuation of visits.

- Your staff must administer an active screening questionnaire to all indoor visitors and take their temperature.

As part of this screening, visitors must verbally attest that they:

- Do not have symptoms (either typical or atypical) of COVID-19
  - Have not been exposed to COVID-19
  - Tested negative for COVID-19 within the previous two weeks, and
  - Subsequently not tested positive.
- Outdoor visits may continue in your designated, outdoor visiting area that supports physical distancing. Visitors no longer need a recent COVID-19 test for outdoor visits.
  - Visitors must wear a cloth mask or face covering for outdoor visits. Indoor visits require a surgical mask. Visitors may bring their own or they may ask the home for a mask to use. You will supply masks and provide guidance on how to wear them, if needed.
  - You have protocols in place to maintain the highest of Infection Prevention and Control standards before, during and after visits.



Welcome to our home.

# Our home is currently free from COVID-19.

At this time, indoor visits are being reintroduced, and outdoor visits are continuing in the designated outdoor visiting area.

**You no longer need a recent COVID-19 test for outdoor visits.** Before you can attend for an indoor visit, you must have had a negative COVID-19 test within the last two weeks and answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, we will be forced to discontinue future visits:



**Clean your hands.** When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



**Wear a mask.** You should bring your own cloth mask or face covering for outdoor visits. We will provide you with a mask if you don't have one and show you how to put it on, if needed. You must continue to wear your mask at all times during the visit.



**Maintain physical distance.** We know, this one's hard. But for everyone's safety, avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times.



**Clean your hands (again).** Before you leave, clean your hands thoroughly using an hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

We thank you for your cooperation in scheduling one visit per week, to ensure all residents have a chance to receive visitors.

**Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.**