



## MEMO

**To:** All CLNB Members and Families

**From:** Sherry Carnevale, Executive Director

**Subject:** Pandemic Update- Essential Visitors February 17, 2021

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We have now updated our guidelines for visitors to congregate care settings based on the following resource (MCCSS Visitors Guidelines 3.0: Re-Opening of Congregate Care Settings – this resource can be found on our website). Please find attached a copy of CLNB – Guidelines for Visits (Version 3 Feb 2021).

Main changes to the guidelines include:

- ✓ Requirement for any visitor entering congregate care settings to wear a medical mask and eye protection (ie face shield). The program will provide the required PPE to visitors.
- ✓ Temporary suspension of specific types of visits to and absences from the congregate care setting based on MCCSS precaution level (Appendix A)
- ✓ Mandatory screening questions for visitors
- ✓ Flexibility for service providers to change who is deemed an essential visitor in the context of elevated community risk (Appendix A)

The number of communications and the minute differences between the provincial requirements and our Ministry direction can be very confusing. Should you have questions please reach out to the manager of the program and we will be happy to assist with clarification.

On behalf of the staff of Community Living North Bay we want to thank families for their understanding and support through this challenging time.

**Sherry Carnevale**  
Executive Director

# Guidelines for Visits (Version 3 - Feb, 2021)

(Reference - MCCSS “Visitor’s Guidelines 3.0: Re-Opening of Congregate Living Settings”)

## Guiding Principles:

- ✓ **Safety:** Any approach to visiting inside a congregate living setting should consider the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.
  - ✓ **Emotional Well-Being:** Accommodating visitors is intended to support the emotional well-being of residents and their families/friends by reducing any potential negative impacts related to social isolation.
  - ✓ **Equitable Access:** Visits should be conducted equitably and consistent with resident preference and within reasonable restrictions that safeguard residents and staff.
  - ✓ **Flexibility:** Any approach to visits should consider COVID-19 spread in their community and the physical/infrastructure characteristics of the site, its staffing availability, and the current status of Personal Protective Equipment (PPE) levels for staff and residents.
1. The agency must not be in outbreak (outbreak is defined as one positive case).
  2. Visits will be postponed in instances where a symptomatic staff or person supported is awaiting COVID-19 test results, until those tests results are known.
  3. Information is provided to visitors, (prior to initial visit), and will include information about IPAC (masking, eye protection, hand hygiene and physical distancing), and a visitor’s agreement.
  4. Information / education will be provided to person supported on IPAC (masking, hand hygiene and physical distancing), as well as requirements for visit, in a manner best suited to the person (i.e. social stories).
  5. A dedicated outdoor area, (and indoor area where possible), will be appointed at each residential site where visitors can meet with loved ones, that allows for a minimum of two meters physical distance. Visitors must remain in the dedicated visitor area, (all other

areas of the home are off-limits). The area will be thoroughly disinfected after every visit.

6. Depending on level of precaution and community spread, there will be times that visitors at programs will need to be postponed. In order to accommodate essential visits during these times, a visitor pod has been created at 105 Larocque. The program manager will coordinate these visits upon request.
7. Staff member will assist person supported to the designated visiting area and will periodically check in to see if there are any concerns about the visit. Any concerns regarding the visit must be documented.
8. List of visitors will be maintained.
9. Maximum of 2 visitors at a time. (*only one person supported will have visitors at one time*).
10. Time limited visits but not restricted to less than 30 minutes.
11. At minimum one visit per week per person supported.
12. Staffing and space capacity (or appropriate nearby public space) to maintain safety of people supported, staff and visitors.
13. Enhanced cleaning in between visit space use.

### Considerations:

1. Visitors are encouraged to consider their loved one, as well as their own personal health, and susceptibility to the virus in determining whether visiting if appropriate. Virtual options continue to be available.
2. Consideration needs to be given to whether a person supported is able to wear a mask in a safe manner. If person is not able to wear a mask, and not able to follow through with physical distancing, virtual options should be the preferred method for visits. *In accordance with information from the Government of Canada, the following people should not wear a mask:*
  - Anyone with respiratory issues where it would impede their breathing
  - Anyone unable to remove the mask without help
  - Anyone with a medical condition, mental health condition, or disability that does not allow them to wear a mask
3. Community spread, (cases), needs to be considered prior to each visit. Active cases in the community may require visits to be rescheduled.
4. Unless otherwise instructed, drop in visiting hours are from 1-3 pm Monday to Friday for **designated** visitors. However, due to the restricted number of visitors allowed at one

time, as well as possible cancellations due to weather, staffing numbers or a person being tested, it is encouraged to make an appointment for the visit. This will ensure that you will not need to wait until another visit is complete or not be able to visit due to one of the factors above. By making an appointment, there will be more flexibility for day of week, (including weekends), and time of the visit as planning around staffing availability can occur ahead of time.

See appendix B for further definitions of Visitors.

### **CLNB will implement the MCCSS Guidelines for visits by:**

#### **Visitors will:**

- Plan their visit ahead of time with a specific date, time and duration of visit, to a maximum of one hour per visit – (agreed upon with the program manager or designate.)
- Honor the time of the visit and not exceed the one-hour time frame.
- Respect that a visit may need to be rescheduled if weather is not permitting or if a staff member or person supported is awaiting COVID-19 test results or staff capacity is no longer available.
- Implement proper hand hygiene with hand sanitizer at the beginning of visit and end of visit.
- Wear a medical mask and eye protection (ie face shield) for duration of visit.
- Maintain physical distancing from everyone (two or more meters) at all times. *Note \* Physical contact between the person supported and designated or non-essential visitors (e.g. kissing or hugging) is not recommended as the best method of preventing transmission of COVID-19 is through physical distancing. However, in situations where physical distancing is not possible and/or physical contact is unavoidable, both the person supported and the visitor(s) must wear a medical mask and gown as well as follow rigorous hand hygiene before and after any contact. If person supported is not able to safely wear or tolerate a mask, or respect physical distancing, then the visitor will still wear a medical mask, eye protection and gown in case of physical contact. Manager approval is required for touch visits.*
- Complete and pass active screening, including temperature check (screening will be completed by staff member) and sign the visitor agreement form.
- Remain in designated visitor area.

#### **Staff member will:**

- Provide visitor with a medical mask and face shield.

- Conduct screening of each visitor outside prior to the visit occurring.
- Maintain physical distancing from visitors at all times
- Wear mask and eye protection at all times
- Periodically check in with person supported and family member during the visit (or remain present during the visit depending on level of precaution in place).
- For outdoor visits, bring visitor and person supported to designated visiting area, and assist person supported back into their home after the visit. For indoor visits, staff member will bring person supported and visitor to and from the designated visiting area. (after ensuring the area is clear).
- Will disinfect area immediately after the visit.
- Communicate to manager any concerns.
- Call family member ahead of visit if it needs to be rescheduled due to poor weather or if a staff member or person supported is awaiting COVID-19 test results. Confidentiality to be respected.

#### **Program Manager will:**

- Facilitate conversations with person supported, staff and family with regards to if the parameters for visits which need to be followed will work for person supported.
- Coordinate schedule for visitors as requested by family members or person supported – only one person supported will have visitors at one time to ensure facilitation of the visit can happen. (includes facilitating use of visitor pod for essential visits).
- Designate outdoor space, (and indoor space where possible), for visits to occur
- Assign staff member to disinfect area immediately after visit.
- Be available or ensure staffing availability to conduct screening and provide support for visit (staff will be in proximity of visit)
- Follow up with person supported, staff, and family member(s) to see if any concerns need to be addressed.

#### **Guidelines for Off-Site visits**

For people supported who wish to leave the site for a short stay, (non-overnight) absence or outing with a friend or family, the following requirements must be met:

- People supported must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the site, which is in addition to also being required to be screened twice daily. If person supported does not pass screening, the site will follow isolation policies.

- Visitor must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 immediately prior to the visit. If visitor does not pass the screening, the visit will need to be rescheduled.
- The person supported / visitor performs proper hand hygiene upon exit and entry of the site as well as maintains hand hygiene (e.g./ uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and uses hand hygiene after touching objects or surfaces that could be touched by others or after touching others.
- The person supported and visitor wears a medical mask when entering indoor spaces or when they are within 6 feet (two meters) of others in outdoor spaces. In addition, the person supported should be encouraged to adhere to physical distancing practices as much as possible. Masks should only be removed indoors to eat or drink, and then immediately put back on afterwards. *\*Note for people supported who cannot wear a mask, nor is able to respect physical distancing, it is acceptable for the visitor only to wear a medical mask.*
- Crowded indoor places, and interactions with multiple people should be avoided. (e.g. malls, social gathering such as weddings etc.). Families are encouraged to stick to low risk activities such as, visits to family home, outdoor visiting, attending places that are restricted to a low number of people such as hair salons etc.
- For the purpose of contact tracing, upon return to the home, visitor will provide staff with the details of the visit. (e.g. Visit at parent's home and no other people present). These will be added to the visitor screening tool and be available to the public health unit if needed.

***Note\* For essential overnight absences, there are requirements for 14-days after the visit which must be followed. Thus, family member and person supported will be made aware of these requirements to allow for an informed decision to be made. Family member is to make the request to the program manager. The Executive Director must approve all overnight absences.***

### MCCSS Precaution Levels

The Ministry of Children, Community and Social Service's has outlined additional precaution levels, (Normal, Additional, Enhanced and Comprehensive / Outbreak), relative to escalation/de-escalation of community risk. The purpose is to safeguard the health and well-being of residents and staff while mitigating risk to the highest degree possible. These precaution levels are separate and apart from the five zones of public health measures in the province's COVID-19 Response Framework: Keeping Ontario Safe and Open.

MCCSS will communicate to CLNB when an additional precaution level is being directed to be implemented. CLNB will in turn communicate this direction to families, people supported, and staff members.

See Appendix A for details.



### VISITOR AGREEMENT / SCREENING (revised Feb, 2021)

Visitor Name:

Date:

Time:

Temperature:

(37.8 or higher is considered a fever – person cannot enter)

Screening Questions (To be asked by a staff member at time of visit.)	Yes	No
Do you have any of the following symptoms or signs?		
- New or worsening cough		
- Shortness of breath		
- Sore throat or difficulty swallowing		
- New sense of smell or taste disorder		
- Runny nose, sneezing or nasal congestion – <i>in absence of underlying reason for these symptoms such as seasonal allergies, post nasal drip etc.</i>		
- Nausea / vomiting, diarrhea, abdominal pain		
- Unexplained fatigue/malaise		
- Pink eye (conjunctivitis)		
- Do you feel unwell?		
<u>In the last 14 days</u> , have you/ someone you live with/ or someone you have been in close contact with: a.) Travelled outside of Canada? b.) Been in an airport? (including with Canada) c.) Is self-isolating, as a result of being in close contact with someone with symptoms of / or confirmed case of COVID -19. (includes a positive case within a “cohort” eg. a cohort within a school). d.) Travelled to a district in orange, red or lock down, as identified by the Government of Ontario or has had close contact with someone from one of these areas. ( <i>programs are responsible to provide a current list of identified areas.</i> )		

If person says YES to any one question, and / or not in agreement with the guidelines, the visit will need to be rescheduled.

The following question is a requirement by our Ministry: Are you aware of the recommendations and restrictions in this		
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community regarding gathering size, hand and respiratory hygiene, and the use of face coverings and masks? Are you following these recommendations and restrictions regularly?		
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If person says NO, the visit will need to be rescheduled.

I agree to the guidelines as indicated in the Visitor’s Guideline Version-3 February 2021. I confirm the responses I have given are accurate and attest that, within the past 14 days, I have not tested positive for COVID-19 nor I have been in contact with anyone who has. I have also reviewed information that was provided prior to visit on: When and How to Wear a Mask; How to hand rub (hand sanitizer); and Physical Distancing. I am aware that if I develop any one or more symptom(s) as listed above during my visit, that I will notify a staff member immediately. I am aware that any non-adherence to the guidelines may be ground for discontinuation of visits.

I am aware that I am required to wear a medical mask and eye protection (goggles or face shield) at all times during my visit indoors. If outside, a medical mask can be used along with physical distancing. Failure to do so will result in ending the visit and rescheduling for another time.

Visitor Signature: \_\_\_\_\_

Screening conducted by: (staff member) \_\_\_\_\_

For Off-Site visits, (for purpose of contact tracing), upon return, visitor must provide details of visit (staff member will document below).

Place(s)	Number of people present during visit (include initials of person).

- Medical masks and eye protection (ie face shields) will be provide by the program.
- At the conclusion of the visit within the site, visitors should:
  - Perform hand hygiene
  - Remove the surgical/procedure mask by removing the loops from the ears (avoid touching the front of the mask)
  - Remove the face shield by grasping the elastic band at the back and avoid touching front of shield.
  - Discard both into garbage and Perform hand hygiene.

# How to handrub

Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



4 Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clasped in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.



JUST CLEAN  
YOUR HANDS

For more information, please contact [handhygiene@oahpp.ca](mailto:handhygiene@oahpp.ca) or visit [publichealthontario.ca/JCYH](http://publichealthontario.ca/JCYH)



## Coronavirus Disease 2019 (COVID-19)

# When and How to Wear a Mask

## Recommendations for the General Public

Wearing a mask can help to prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly. If you need to wear a mask, you should also be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer.

### Wear a mask if:

- You have symptoms of COVID-19 (i.e., fever, cough, difficulty breathing, sore throat, runny nose or sneezing) and are around other people.
- You are caring for someone who has COVID-19.
- Unless you have symptoms of COVID-19, there is no clear evidence that wearing a mask will protect you from the virus, however wearing a mask may help protect others around you if you are sick.



### How to wear a mask:

- Before putting on your mask, wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer.
- Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

### How to throw away your mask:

- Do not touch the front of your mask to remove it.
- Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.
- Hold only the loops or strings and place the mask in a garbage bin with a lid.
- Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

### More information about masks:

- When a mask becomes damp or humid, replace it with a new mask.
- Do not reuse a single-use mask. Discard your mask when you have finished using it.

## Coronavirus Disease 2019 (COVID-19)

# Physical Distancing

## What is 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.



## Staying connected from home

- Work from home, if possible.
- Stay in touch with friends and family through phone, instant messaging or video chat.
- Host virtual playdates or take your children on a virtual museum tour.
- Spend time reading, playing board games and watching movies.
- Support neighbours who may feel anxious or isolated at this time by connecting virtually or at a distance.



## If you must leave your home

- Travel to the grocery store, pharmacy and bank only when essential and limit the frequency.
- Use delivery services where possible. When picking up food or a prescription, call ahead so it is ready when you arrive. Use tap to pay, if possible.
- Greet neighbours and friends with a smile, wave, bow or nod.
- If you are working, discuss any concerns about physical distancing with your employer or supervisor.
- Travel by car, bike or walk, where possible. If you need to take public transit, try to travel during non-peak hours and take shorter trips.
- Limit the number of people on an elevator.
- Exercise at home or outdoors, but not with a group.
- Go for an on-leash walk with your pet or take your child for a neighbourhood walk, while maintaining distance from other people.
- Always clean hands with alcohol-based hand sanitizer, or soap and water when you return home.

## Appendix A: Restrictions to Visits, Short Stay Absences/Outings and Essential Overnight Visits based on Precaution Level

	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
<b>Visits</b> <b>Note:</b> In addition to the guidelines below, all indoor and outdoor visitors must always wear a minimum of a surgical/procedure mask AND eye protection when entering a congregate living setting.				
<b>Essential</b> An essential visitor is generally a person who: <ol style="list-style-type: none"> <li>1. Performs essential services to support the ongoing operation of a service agency (including a contractor); and/or</li> <li>2. Considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a congregate living resident.</li> </ol> An essential visitor may include but is not limited to the following: <ul style="list-style-type: none"> <li>• A parent/guardian</li> <li>• Social service workers (e.g. child welfare workers, day program operators etc.)</li> <li>• Health care providers (e.g. doctor, nurse, personal)</li> </ul>	Permitted	Permitted	Permitted	Permitted  Essential visitors who meet the requirements for visitation in outbreak/ comprehensive conditions must wear full PPE required for outbreak conditions.
<b>Designated</b>  A resident and/or substitute decision maker may designate up to 2 people at a time as “designated visitors”.  Designated Visitors: <ul style="list-style-type: none"> <li>• Are not required to schedule an appointment to visit a congregate living setting within provided that their visit is within the site's permitted visitation hours.</li> </ul>	Permitted	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges as appropriate for alternate options.</li> </ul>	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges as appropriate for alternate options.</li> </ul>	Designated visitor privileges suspended. <ul style="list-style-type: none"> <li>• See Essential or non-essential visitor privileges as appropriate for alternate options.</li> </ul>

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	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
<ul style="list-style-type: none"> <li>May be required to wait outside of the congregate living setting if the site is at its maximum visitor capacity.</li> </ul> <p>While appointments are not required it is advised that to schedule an appointment to avoid wait times.</p>				
<p><b>Non-essential</b></p> <p>A non- essential visitor is generally a person who:</p> <ul style="list-style-type: none"> <li>Provides non-essential services, who may or may not be hired by the site or the resident and/or their substitute decision maker; and/or</li> <li>For social reasons (e.g. family members or friends).</li> </ul> <p>Non-essential visits must be scheduled in advance.</p>	Permitted, including: <ul style="list-style-type: none"> <li>Unsupervised</li> <li>Indoor</li> <li>Outdoor</li> </ul>	Permitted with limitations: <ul style="list-style-type: none"> <li>Supervised only</li> <li>Physically distanced only</li> <li>Indoor</li> <li>Outdoor</li> </ul>	Permitted, with limitations: <ul style="list-style-type: none"> <li>Supervised only</li> <li>Physically distanced only</li> <li>Outdoor visits only</li> <li>Indoor visits suspended</li> </ul>	Non-essential visitor privileges suspended.
<b>Short-term outings or absences</b>				
<b>Health and well-being activities outside of residence (e.g. doctor's appointments, work, school etc.).</b>	Permitted.	Permitted.	Permitted.	Permitted, when: <ul style="list-style-type: none"> <li>authorized by screening for activity and/or public health advice; or</li> <li>essential for medical purposes only and virtual care is not possible.</li> </ul>
<b>Recreational activities outside of residence</b>	Permitted.	Permitted.	Suspended.	Suspended.
<b>Day supports</b>	Permitted. Max group size (including staff) is 10 people.	Permitted. Max group size (including staff) is 10 people.	Permitted, when: Max group size (including staff) is 5 people.	Suspended.
	Normal Precautions	Additional Precautions	Enhanced Precautions	Outbreak/ Comprehensive Precautions
<b>Essential overnight absences</b>				
<b>Essential overnight absences</b> <ul style="list-style-type: none"> <li>An essential overnight absence (e.g. to a family home) considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident.</li> </ul>	Permitted.	Permitted.	Permitted.	Suspended.

## **Appendix B: Types of Visitors (Essential, Designated and Non-Essential)**

### **Essential Visitors**

An essential visitor is generally a person who:

1. Performs essential services to support the ongoing operation of a service provider (e.g. a contractor); and/or
2. Considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a congregate care resident.

An essential visitor may include but is not limited to the following:

- A parent/guardian
- Social service workers (e.g. child welfare workers, day program operators etc.)
- Health care providers (e.g. doctor, nurse, personal support workers etc.)
- Inspectors from the Ministry or public health unit

Service providers may use discretion to change who is deemed an essential visitor in the context of changing community risk unless the essential visitor has legal authority to enter the setting (e.g. an inspector).

### **Designated Visitors**

A resident and/or substitute decision maker may designate up to 2 people at a time as designated visitors.

Designated Visitors:

- Are not required to schedule an appointment to visit a congregate care setting provided that their visit is within the site's permitted visitation hours.
- May be required to wait outside of the congregate care setting if the site is at its maximum visitor capacity.

While appointments are not required, scheduling an appointment is advised to avoid wait times.

### **Non-Essential Visitor**

A non-essential visitor is generally a person who visits:

- To provide non-essential services, who may or may not be hired by the site or the resident and/or their substitute decision maker; and/or
- For social reasons (e.g. family members or

friends). Additional requirements:

- Non-essential visitors are required to make an appointment prior to visiting a congregate care setting.

**Note:** Staff are not considered visitors.