

Code Orange/Red: Enhanced Precautions

Effective February 11, 2021

Essential Visitor Information & Requirements

KW Habilitation follows the directives from the Ministry of Health (MOH), Ministry of Children, Community and Social Services (MCCSS) and Public Health guidelines. It is understood that protocols and responses will change based on their recommendations.

MCCSS precautions are in addition to the restrictions for the general public and are specific to MCCSS congregate care settings. They have been developed to safeguard the health and well-being of residents and staff while mitigating risk to the highest degree possible.

Enhanced precautions have been directed in Waterloo Region based on the level of community risk related to COVID-19.

Short-term absences must be limited to activities that enable health and important life activities (e.g. essential for medical purposes only and virtual care is not possible) and authorized by screening for activity/and or public health advice, and as a general rule, people are expected to practice physical distancing, hand hygiene and to wear a face covering (with support where necessary).

As the Covid-19 pandemic evolves, the direction regarding visits will be adjusted as necessary following the provincial colour code guidelines and in keeping the safety, health and emotional wellbeing of the people we support, and employees as the priority.

ESSENTIAL VISITS IN CONGREGATE CARE SETTINGS – As per MCCSS direction

Indoors

Indoor visits are **permitted** for essential visitors **ONLY**.

All essential visitors must wear full PPE as required for outbreak precautions at **all times** while inside the home.

Essential visitors are to be advised during screening at the door that strict adherence to the masking/eye protection requirements are a condition of entry and failure to adhere may result in them being asked to leave the premises.

An essential visitor is generally a person who:

1. Performs essential services to support the ongoing operation of a service agency (including a contractor); and/or,
2. Is 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 worker (e.g., child welfare workers, day program operators etc.)
- Health care providers (e.g., doctor, nurse, personal support workers, etc.)

Virtual visits are to be strongly encouraged and facilitated wherever possible.

Outdoors

Outdoor visits are **permitted** for essential and non-essential visitors with limitations:

- Visitors are permitted at Inclusive Living home as long as the home is not in an outbreak or waiting for any test results.
- If the Inclusive living home has a confirmed or suspected case of COVID19 of staff or people supported, all visitations will be canceled until the known or suspected outbreak has been cancelled following public health guidance.
- Each home will maintain a visitor log. The log will be available for relevant/appropriate staff members to access or for contact tracing by Public Health.
- **Visiting shall only occur in designated outdoor areas only, and must be supervised at all times.**
- Scheduled visits will last for at least 30 minutes and may be no more than one hour in length with a maximum of two visits per week.
- There is a maximum of two visitors per person permitted at one time.
- You must maintain Physical Distancing at a minimum of 2 metres (6 feet) apart. This includes distancing from the person you are there to visit with other residents and employees.
- All visitors must wear a surgical and procedural mask and eye protection at all times. Visitors (family/friends) may choose to bring their own surgical/procedural mask or if preferred a surgical/procedural mask will be provided at the time of visit. Additionally, eye protection (shield) will be provided by KWH.
- Essential visitors providing care must wear a surgical/procedure mask and Eye protection at all times.
- If you plan to bring a gift, it must be something that can easily be disinfected. Gifts will be disinfected by staff. If the gift cannot be disinfected it will not be able to be given to the person. At this time, we are asking that no food be consumed during the visit to allow for proper mask use.
- If you would like to bring to a family pet with you for the visit (e.g. dog) that is allowed, please make sure the dog has had all of its vaccinations, and is in good health. You are responsible for any clean-up required from your pet.

Before a Visit:

KWH will take into consideration the residents and staff health and susceptibility to the virus as well as the overall well-being of all the residents in the home when determining whether essential visits are appropriate. Such decisions will be made in consultation with the Director.

- All visits must be scheduled at least 24 hours in advance.
- You must speak directly to a designated staff member of the home who will coordinate arrangements for your visit.
- Only one group of visitors (up to 2 visitors per person) is allowed, so scheduling is required to be flexible to accommodate all the people supported in that home
- In advance of the visit please read and ensure you understand the *Hand Hygiene*, *Respiratory Etiquette*, *Physical Distancing* and *How to Wear a Mask* information provided below. These directives must be practiced at all times during your visit.

Day of Visit:

- Call ahead of visit to confirm that the home has no suspected or confirmed cases of Covid-19 at the location. If there is, the visit will be cancelled. Please note: screening questions may also be completed during this call.
- When you arrive at the location call the house from your car (if possible) to be screened for Covid-19 over the phone. You will be asked a series of questions to ensure that you do not have any current symptoms of Covid-19.
- Once you pass the phone screening, you may proceed to the front door. Wait outside the door. Sanitize your hands and put on your surgical/procedural mask if you have one. An employee will greet you and provide you with a surgical/procedural mask (if needed) and will then take your temperature to ensure you do not have a fever.
- If you do not pass the Covid-19 screening or have a temperature of 37.8 C or higher you will not be permitted to proceed with the visit
- If you pass the screening, you will be given a face shield (eye protection) to wear in addition to your mask.
- Staff will direct you to a designated outside visiting area. This area will be sanitized prior to and after your visit. The person you are scheduled to visit will then be supported to come out to join you.
- You must only visit the person you are intending to visit and no other resident.
- If you have brought a gift please give it to the welcoming employee who will disinfect and then give to the person while you are present during the visit. If the gift cannot be disinfected it will be given to the person after it has been quarantined for 3 days.
- You must maintain physical distancing at a minimum of 2 metres (6 feet) apart. This includes distancing from the person you are there to visit and with other residents and employees.
- A staff person will be required to remain in visual contact at all times to ensure that physical distancing, respiratory etiquette and all protocols are followed during the visit.
- When you have completed your visit, leave the designated visiting area, then sanitize your hands and remove your eye protection and mask once it is safe to do so (e.g. in your vehicle). Masks and face shields provided by KWH are yours to keep.
- Please note that any non-adherence could result in the discontinuation of visits.

Temporary “Short Stay” Absences and Outings:

Managers must be informed of the plans for temporary short stay absences. Temporary absences are at the discretion of KWH, who will review on a case-by-case basis based on such factors as: local COVID-19 transmission and activity; the risk associated with the resident's planned activities while away from the home; the person's ability to comply with health measures etc.

Organized recreational activities outside of the congregate care setting are **suspended**. This includes group/public setting activities where social interaction is likely.

Off-site activities for physical/mental health that allow physical distancing are **permitted** (e.g., going for a walk).

All residents supported by Inclusive Living are expected to stay at/in their setting as much as possible.

Temporary absences are restricted for **health and important life activities** and **do not include an overnight stay** —For people who wish to leave for an essential short stay absence (non-overnight) or outing (e.g., work, school, medical appointment) or a recreational outing (i.e. activities for pleasure, day visit to a family home). Reminders given of the importance of public health measures, including physical distancing. When they return, residents must be actively screened but are not required to be tested or to self-isolate.

Persons supported who must to go outside of their home are permitted to do so if the following requirements are met:

- Inclusive living home is not in an outbreak or waiting for any test results
- If the inclusive living home has a suspected case of COVID-19 or enters into an outbreak the allowance of all short absences must end.
- Person supported must pass active screening every time they re-enter the house and not show any symptoms of Covid-19. If the person does not meet the requirements then follow KW Habilitation outbreak or isolation procedures.
- Short absence cannot be overnight.
- The person performs proper hand hygiene when leaving and the home 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.
- In addition, the resident should be encouraged to adhere to physical distancing practices as much as possible as well as adhere to any current local public health unit advice related to local conditions and requirements.
- As much as possible, residents should avoid crowded indoor places, and interactions with multiple people.
- Masks should only be removed indoors to eat or drink, and when physical distance of 6 ft can be maintained, and then immediately put back on afterwards
- Person must wear a surgical/procedural mask to be worn at all times when outside of the home, if tolerated.

- Any items received or purchased during the short absence must be able to be disinfected upon arriving back into their home.
- Adhere to guidelines in the community (*Hand Hygiene, Respiratory Etiquette, Physical Distancing and wearing masks in public places*)

Essential Overnight Absences

Where an absence (e.g., to a family home) is necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident it is **permitted**.

Residents and caregivers are to be advised *before an overnight visit takes place* of required enhanced precautions that are to be implemented upon return of the resident from an overnight visit.

Temporary overnight absences are at the discretion of the homes, who will approve on a case-by-case basis based on such factors as: local COVID-19 transmission and activity; the risk associated with the resident's planned activities while away from the home; the person's ability to comply with health measures; and the ability of the home to support the person post visit including:

- Resident's 14-day self-isolation periods when they return.
- Inclusive living home is not in an outbreak or waiting for any test results
- If the inclusive living home has a suspected case of COVID-19 or enters into an outbreak the allowance of all short absences must end.
- Please speak to the Manager regarding such considerations.

A resident returning home from an essential overnight absence must upon return, while in the inclusive living setting, follow **enhanced precautions for 14-days post essential overnight visit**, including:

- Upon return, pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19;
- Only receive outdoor visitors during the 14 days;
- Monitor for symptoms;
- Avoid using common areas; however, if a common area cannot be avoided, the resident must use a face covering/mask;
- Limit contact with other residents;
- Only participate in group activities if physical distancing is maintained (i.e., a distance of 6 feet or 2 metres) and the use of a face covering/mask;
- Practice proper hand hygiene by washing their hands often (using soap and water, or use alcohol-based hand sanitizer);
- Adhere to respiratory etiquette; and,
- Continue to follow appropriate physical distancing guidelines (i.e., maintaining a distance of 6 feet or 2 metres).

People supported who are following the 14-day of enhanced precautions may leave their home setting for short stay (non-overnight) absences/outings (e.g. go to school/work, doctor's appointments following the short absence precautions).

Leaving the residence for a short stay absence/outing will NOT reset the 14-day time period. However, another overnight stay during the same 14-day period will reset the 14-day period.

NOTE: The enhanced precautions for 14-days is not to be applied to an individual who has previously had a laboratory confirmed case of COVID-19 and have subsequently recovered. Testing/isolation following such absences should be done in consultation with the local public health unit, taking into consideration any symptoms at the time of return to the congregate care setting or new high-risk exposures.

NOTE: All persons supported, visitors have a right to receive an education that corresponds to their aptitudes and ability, in a community setting wherever possible.

After the Visit:

- If you begin to experience any Covid-19 symptoms within 14 days of your visit, or you have been tested due to experiencing these symptoms, you are required to notify the Manager of the location you visited.
- if anyone had suggestions on how to improve the process still following ministry guidelines please contact manager

Hand Hygiene

Handwashing/Sanitizing is one of the best ways to protect yourself and your family from getting sick. You can help yourself and others stay healthy by washing your hands often. Please ensure you sanitize your hands immediately upon your arrival, after your cough or sneeze and as you are leaving.

How to Use Hand Sanitizer

- Apply the gel product to the palm of one hand - Typically, 1-2 pumps.
- Rub your hands together palm to palm
- Rub in between and around fingers
- Rub back of each hand with palm of other hand
- Rub fingertips of each hand in opposite palm
- Rub each thumb clasped in opposite hand
- Rub hands until the product is dry. Do not use paper towels

Respiratory Etiquette

The COVID-19 virus spreads from person to person in droplets produced by coughs and sneezes. Therefore, it is important that all visitors cover their mouths or noses with a tissue when coughing or sneezing and dispose of the tissue appropriately. If no tissue is available, using the inside of the elbow (or shirtsleeve). Always perform hand hygiene after sneezing, coughing and handling dirty tissues. Family Visitors Information & Requirements

Physical Distancing

Maintain a distance of at least 2 metres or six (6) feet, where possible.

Mask Procedures

Masks must be worn at all times by visitors and if possible, the person supported. Wearing non-medical masks or face coverings are acceptable. They must be clean and comply with recommendations from the Ministry of Health.

When putting mask on:

- Sanitize or wash hands thoroughly.
- Put mask on using the ear straps, ensure it covers nose and mouth, press wire down around bridge of the nose or ensure fabric is snug to your face.
- Wear the mask in the correct position (covering mouth and nose) and refrain from touching the front of the mask.



Source: Ministry of Health

Bernama Infographics

When removing the mask:

- Sanitize or wash hands thoroughly.
- Remove mask using the ear straps.
- Do not touch front of mask.
- Dispose in garbage can provided or put in plastic bag and take with you.
- Sanitize or wash hands thoroughly.