

Visitor and Temporary Absences Guidelines

STEP 3 Reopening Ontario

Effective July 16, 2021

KW Habilitation follows the directives from the Ministry of Health (MOH), Ministry of Children, Community and Social Services (MCCSS) and Public Health guidelines. As the Covid-19 pandemic evolves, the direction regarding visits will be adjusted as necessary following MCCSS guidelines and the Provincial Re-Opening Roadmap 3 step plan and in keeping the safety, health and emotional wellbeing of the people we support, and employees as the priority.

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.

The Ministry of Children, Community and Social Services congregate care [guidance document](#) and [website](#) have been updated with the following changes:

- Scheduled indoor and outdoor visits for non-essential visitors are permitted in alignment with social gathering limits as outlined in the [Roadmap to Reopen](#).
- Overnight absences are permitted for all residents, with an updated active screening process with no requirement for a negative COVID-19 test for fully immunized residents.

Visiting the Home

Family members or friends wanting to visit loved one where they currently reside (Inclusive Living Home) must adhere to the following requirements:

- Visitors are permitted at an 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. Visitor logs must be kept for a minimum of one month.
- Visitors must agree to abide by the KWH Visitor Guidelines. Failure to follow procedures may include discontinuation of the visit(s).
- All visits at a KWH Inclusive Living Home will be supervised by staff.
- Visiting shall only occur in designated areas for both indoor and outdoor visits.
- There is a maximum of two visitors per person permitted at one time.

Social gathering limits:

Essential visitors do not need to be counted towards a social gathering limit if they are in a separate space (i.e., room) from other visitors.

Residents do not need to be counted towards a social gathering limit if they are in a separate space (i.e., room) from visitors.

Only staff who is/are supervising the visit need to be counted towards a social gathering limit.

- You must try to 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.
- Residents and visitors, regardless of vaccination status, are permitted to engage in brief physical contact (e.g., a hug) during indoor or outdoor visits. This includes essential and non-essential visitors.
- The requirement for visitors to wear a surgical/procedure mask according to PPE protocols remains in place when visiting indoors.
- For outdoor visits only: Visitors may choose not to mask and/or physically distance if all parties are fully immunized and;
- Visitors may choose not to mask while maintaining physical distance regardless of immunization status.
- Despite masking exemptions, where feasible, people are strongly encouraged to wear a surgical/procedure mask.
- Non- vaccinated visitors must maintain physical distance (2 meters/6 feet) before and after physical contact.
- All visitors must wear a surgical/ procedural mask according to PPE protocols. Visitors (family/friends) may choose to bring their own mask or if preferred a mask will be provided at the time of visit. Additionally, if required, eye protection (shield) will be provided by KWH.
- People supported are strongly encouraged to wear a surgical/procedure mask when hosting visitors.
- 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:

- All visits must be scheduled at least 24 hours in advance.
- You must speak directly to a staff member of the home who will coordinate arrangements for your visit.
- Only one group of visitors is allowed so scheduling is required to be flexible to accommodate all the people supported in that home and to ensure social gathering limits.
- 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. Sanitize your hands and put on your mask if you have one. An employee will greet you and provide you with a mask/eye protection (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 then be directed to a designated 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 indoor/outdoor designated area that you are intending to visit
- If you have brought a gift. Give 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 disinfectated it will not be able to be given to the person.
- You must try to 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.
- A support 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 safely remove your mask. Masks provided by KWH are yours to keep.
- Please note that any non-adherence could result in the discontinuation of visits.

Temporary Absences:

Residents are permitted to leave their home for temporary absences in the community in alignment with provincial parameters as outlined in the Re-Opening Ontario Act and related orders STEP 3.

Recreational activities outside of the home (activities for pleasure, recreational outing, visiting family home, etc) in addition to essential absences (e.g., work, school, medical appointment, physical exercise) are **permitted**

Reminders will be given of the importance of public health measures, including physical distancing. A mask must be provided for the temporary absence. When they return, residents must be actively screened but are not required to be tested or to self-isolate.

Temporary absences **do not include an overnight stay – See essential overnight absences**

Persons supported who wish to go outside of their home (e.g., short absences with family/friends, shopping, haircuts, etc.) 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.
- 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 then immediately put back on afterwards
- Person supported wears a mask while outside the home.
- 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*)

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

Medical:

Defined as leaving the KWH property for medical reasons (i.e., outpatient visits, single night emergency room visit). Upon returning home, residents must be actively screened but are not required to be tested or self-isolate.

Emergency room visits that take place over a single night (e.g., assessment and discharge from the emergency department spans one overnight period) are considered equivalent and are considered a temporary absence.

If the resident is admitted to the hospital at any point, or discharged after two or more nights in the emergency room, or is away from the home overnight (except for a single night in the emergency room), KWH will follow the steps outlined above under Essential Overnight Absences outlined below.

Overnight Absences

Essential:

Residents are permitted to leave the congregate living setting for an essential overnight absence at all times.

An essential overnight absence is one considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident.

General:

Residents are permitted to leave the congregate living setting for a general (i.e., non-essential) overnight absence in alignment with relevant provincial parameters as outlined in the Roadmap to Reopen.

Screening upon return:

- All residents returning from an overnight absence should undergo active screening for COVID-19 signs and symptoms.
- If the resident does not pass screening, the site will follow section 4 below.

This is the **ONLY** return requirement for a fully immunized resident

- Upon return to the setting, residents who are not fully immunized must follow additional precautions until they receive a negative result on a COVID-19 PCR test* OR 14 days has passed: o If the resident does pass active screening:
 - Monitor for symptoms.
 - Avoid using common areas; however, if a common area cannot be avoided, the resident must use a surgical/procedure mask if tolerated.
 - Limit contact with other residents.
 - Only participate in group activities if physical distancing is maintained (i.e., 2 metres) and a surgical/procedure mask is used for the duration of the activity.
 - Practice proper hand hygiene by washing their hands often (using soap and water or using an alcohol-based hand sanitizer).
 - Adhere to respiratory etiquette.

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.

*A Rapid Antigen Test or a PCR test upon return from an overnight absence is optional for the resident and should take place 5-7 days following return to account for potential incubation period.

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.



HOW TO WEAR A MASK

1



Wear it with the **coloured side facing out**/white side facing in

2



Ensure it covers the nose & mouth **fully**

3



Tie/loop the straps around your head or over the ear

4



Use two fingers to **press the concealed metal wire down to fit the shape of the nose**

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.