



SUBJECT:	Signage for Visitors	POLICY #:	I 4.7 SS, Appendix B
		PAGE:	Page 1 of 4
MANUAL:	ORCA Operations Manual 2018	SECTION:	Infection Control
		MODULE:	4 – Outbreak Management
ORIGINAL ISSUE:	June 2020	REFERENCES:	
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CURRENT REVISION:	July 2020	RESPONSIBILITY:	General Manager
		DISTRIBUTION:	All Staff and 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 visitors must adhere to the following restrictions as per the Ontario Chief Medical Officer of Health (Office of the Premier, June 10, 2020) (CMOH, Directive #3). Heritage Place Retirement Residence has begun a careful phased approach to the gradual resumption of resident visits that meets the health and safety needs of residents, staff, and visitors. Please refer to [Ontario Government’s Reopening Retirement Homes guidance document](#) for more information (July 22, 2020).

The following requirements must be met for visits to be permitted. They include:

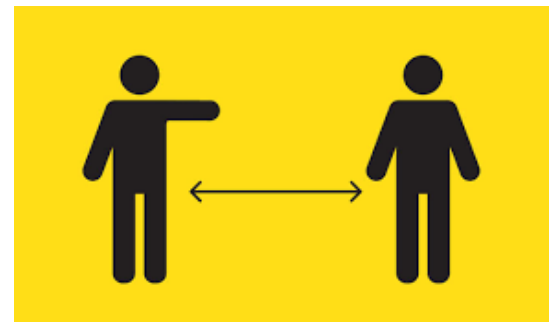
- Visits can only be arranged when Heritage Place is not in outbreak.
- Visits can only be arranged if there is adequate staffing to ensure safe visiting
- Visits can only be arranged if there is adequate testing in the event of a suspected outbreak.
- Visits can only be arranged if there is enough personal protective equipment (PPE) for staff and residents; residents will be required to wear a mask during visits and will be provided with a cloth face mask.
- Visits can only be arranged with residents who are NOT on isolation.

- Visits will be limited to 1 resident only and not multiple residents.
- Visits are to be scheduled/arranged and are time limited to ensure the health and safety needs of residents, staff and visitors is maintained.
- Visitors must leave promptly at the end of the scheduled visit time to prevent overlap of scheduled visitors.
- Visits indoors can only be held in resident suites.
- Visitors must pass the screening process every time they visit and must attest that they are not experiencing any typical/atypical symptoms of COVID-19.
- Visitors must agree to and sign a Voluntary Assumption of Risk, Indemnification and Waiver of Liability form which will be presented upon entrance to the home.
- Visitors must comply with Heritage Place’s infection and prevention control protocols (IPAC) which includes:
 - Visitors must always bring a surgical/procedure mask and wear it at all times.
 - Visitors must wash/sanitize hands before and after each visit.
 - Visitors must practice physical distancing (2 metres/6 feet apart).
 - Visitors must not touch the resident (no hugging, kissing, hand holding, or shaking hands; this increases the risk for transmission).
 - Visitors cannot visit more than 1 resident at a time.
- Residents are permitted to leave the property with family/friends. Residents must meet their family/friends outside of the building (in the carport).
- Residents must wear cloth masks while they are off the property with family/friends. Their family/friends must also wear cloth face coverings.
- Residents leaving the property must pass active screening each time they re-enter Heritage Place.
- Residents must attest that they are not experiencing any of the typical and atypical symptoms of COVID-19 each time they re-enter Heritage Place.

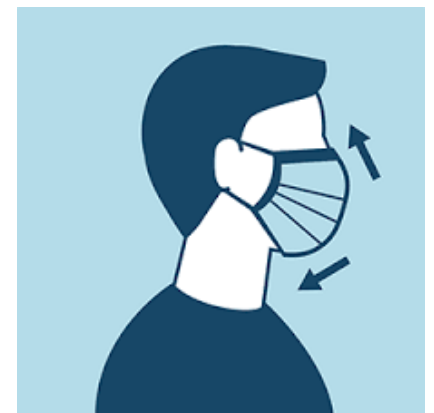
- A resident returning from an absence that includes an overnight stay must, upon return to Heritage Place, follow 14-days of enhanced precautions, including:
 - Upon return, pass active screening;
 - Do not receive indoor visitors during the 14 days;
 - Monitor for symptoms;
 - Avoid using common areas; however, if a common area cannot be avoided, the resident must use a face mask;
 - Limit contact with other residents;
 - Do not participate in group activities;
 - Wash their hands often (soap and water, or use alcohol-based hand sanitizer);
 - Adhere to respiratory etiquette; and,
 - Follow appropriate physical distancing guidelines.
- Residents who are following the 14-day period of enhanced precautions may leave Heritage Place for non-overnight absences (e.g., to buy groceries or other essentials); doing so will not reset the 14-day time period. However, an overnight stay during the 14-day period will reset the 14-day time period.

Guidelines for Outdoor Visits During COVID-19

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



- Wearing a face covering/mask at all times is a MUST
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit

