



SUBJECT:	Signage for Visitors	POLICY #:	I 4.7 SS, Appendix B
		PAGE:	Page 1 of 3
MANUAL:	ORCA Operations Manual 2018	SECTION:	Infection Control
		MODULE:	4 – Outbreak Management
ORIGINAL ISSUE:	June 2020	REFERENCES:	
PAST REVISIONS:		APPROV. AUTH:	General Manager
CURRENT REVISION:		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 11, 2020](#)) (CMOH, Directive #3).

Visits will be re-opened in a gradual, phases manner that meets the health and safety needs of residents, staff, and visitors. Please refer to [Ontario Governments Reopening Retirement Homes guidance document](#) for more information (June 11, 2020).

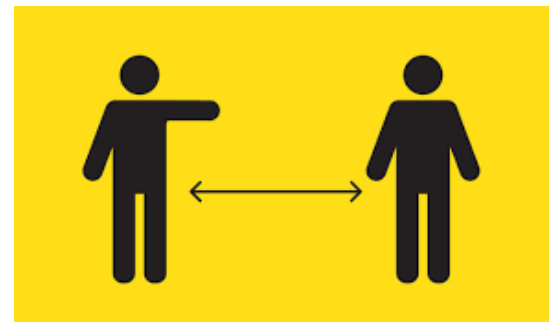
The following requirements must be met for visits to be permitted. They include:

- Visits can only be arranged when Heritage Place is not in outbreak
- Visits can only be arranged if there is adequate 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

- 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 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 attest to the home that they have tested negative for COVID-19 within the previous 2 weeks each time they visit
- Visitors must comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
 - Visitors must bring and wear a mask 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 provided that they meet their family/friends outside of the building (in the carport)
- Resident absences from Heritage Place are limited to a maximum of 12 hours and cannot be overnight
- 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.

Guidelines for Outdoor Visits During COVID-19

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



- Mask wearing is a MUST at all times
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit

