

## HOME AND FAMILY/FRIENDS VISITS DIRECTIVE

This directive is meant to address family/caregivers and friends visits to Community Living Toronto (CLTO) residential sites (family/friends visits) and visits by individuals supported by CLTO to family/friend's homes or other sites (home visits).

This directive will be reviewed and updated as Ministry Guidelines and/or Emergency Orders are updated and released. It will adhere to the advice from Public Health officials.

### General Principle

Effective June 18, 2020, CLTO is implementing a staged plan to ease some of the restrictions that were put in place when the COVID-19 pandemic began. This directive is meant to protect the health and safety of people in our residential services, their families and our staff, by limiting potential exposure to COVID-19 and in keeping with established principles around social and physical distancing.

- Visits will be permitted with individuals supported by Community Living Toronto in the backyards or on the porch of the residence; or, where there is no backyard or porch, in courtyards or a local park, with physical distancing measures in place, once per week for a maximum of 30 minutes per visit.
- Scheduling of all visits and rescheduling of cancelled visits will be at the discretion of the supervisor/manager.
- Individuals in support with Community Living Toronto will not be permitted to visit their families/friends in their home.

### Requirements for Visits

For visits to take place, the home must **NOT** be currently in outbreak. Visits cannot occur in instances where a symptomatic staff or individual is awaiting COVID-19 test results, until those tests results are known.

As required by provincial guidelines, **visitors should have been tested for COVID-19 in the 14 days prior to the visit date and subsequently not tested positive. They must also confirm the date of the test, the date of the test result and the result of the test.** To align with the province's restrictions on social gathering, visits will include only the individual, support staff and up to two family members/friends. **Individuals and visitors must maintain physical distancing restrictions (6 feet, or 2 metres) at all times.** The visit will be ended early if it becomes apparent that individuals cannot maintain physical distance or if the individual or other residents in the home are not tolerating the visit well. Visitors will be advised during the pre-screening process to prepare for this possibility. If contact between the individual and family member/friend occurs, as per our protocol in place to prevent the possible risk of infection, the individual will be monitored for symptom development, in the home for 14 days. Visitors are also encouraged to self-monitor for a 14-day period, should contact occur.

Visitors will not be permitted in the home for any reason. Support staff will remain in visual contact with the individual, family/friend for the duration of the visit.

Pre-screening of visitors will be required. Family/friends who plan to visit will be asked a series of pre-screening questions by staff. If pre-screening is not passed, the visitor will be asked to delay their visit.

Upon arrival, visitors will be asked the screening questions by the shift charge staff and will have their temperature taken using a non-contact thermometer, according to the Screening Protocol. Visitor information will be recorded on the Family/Friend Visitor Log and will include the visitor(s) name and phone number; verification that the pre-screening and screening process was completed, information about the required COVID testing prior to the visit (date of the test, date of test result and result) and confirmation that the Family/Friend Visit Guidelines were reviewed and the terms agreed to. If active screening is not passed, the visitor will be asked to delay their visit. These requirements are necessary to ensure the health and safety of the individual, the other residents of the home, staff and visitors. This is also required in the event that an outbreak in the home occurs, for the purpose of contact tracing. If screening is not passed, the visit will be postponed.

Visitors, staff and the individual (if able), must wear procedural/surgical masks, provided by the location, for the duration of the visit. Visitors can bring food, gifts, etc. for their family member to enjoy later. Visitors and the individual will be asked to practice hand hygiene before and after the visit.

### **Preparing for Visits**

The Guideline for Family/Friend Visits will be distributed in advance of the visit, allowing as much time as possible for the visitor to review the expectations for the visit. Staff will confirm in advance of the visit that the Guideline has been received and reviewed by the visitor(s) and that the visitor agrees to the conditions of the visit as outlined in the Guideline.

The Family/Friend Visitor Log will be completed with the relevant information from the point of the visit being scheduled to the conclusion of the visit.

To ensure residential programs are appropriately staffed and provide sufficient time to plan, visits will be scheduled well in advance and according to the operational needs of the home. To the greatest extent possible, consideration will be given to the availability of the visitors when scheduling.

Visits may be cancelled/rescheduled due to weather, an outbreak at the site, if the visitor does not pass the screening questions, if individuals and/or staff are symptomatic and/or awaiting COVID-19 test results or for any other unforeseen events.

The visiting area must be appropriately cleaned and disinfected before each scheduled visit. Arrangements of the seating area to ensure physical distancing of at least two metres in advance of the visit is strongly encouraged. Use of social stories and other forms of preparation with individuals to optimize the visit experience is also encouraged. Request support from the Behaviour Services Consultant. Review the Behaviour Support Plan (BSP), if applicable.

## **Following the Visits**

The visiting area must be appropriately cleaned and disinfected after each scheduled visit. Any items brought by the visitor must be set aside, with appropriate disinfecting procedures applied.

If physical distancing was not maintained for the duration of the visit, the individual will be monitored for COVID-19 symptoms for 14 days following the visit. Visitors are similarly encouraged to self-monitor for 14 days.

Should an outbreak occur in the home after a visit, the Outbreak Management Protocol will be followed. All future visits to the home will be cancelled until the outbreak is over.

If the visitor(s) experience symptoms of or test positive for COVID-19 within 14 days (two weeks) after the visit, they must inform the staff at the home and Toronto Public Health. Future visits will be cancelled until further notice.

## **Exceptions**

Individuals receiving Individualized Supports and individuals supported through the LIGHTS program.

## **Individualized Supports and LIGHTS**

- Family support is a critical component of this model of care
- Managers and supervisors should brief families regarding the following:
  - Signs and symptoms of COVID-19
  - When to call Public Health
  - When to seek medical advice
  - Necessity of active screening for any and all visitors
  - Enhanced cleaning and COVID-19 prevention
- CLTO staff are available to support families through the COVID-19 crisis
- CLTO staff supporting these individuals will observe established protocols around avoiding work when ill, reporting symptoms, use of PPE, and other established best practices for personal protection and infection prevention and control (IPAC).

## **Supported Independent Living**

Individuals receiving supports from Supported Individual Living (SIL) should be strongly encouraged to comply with social and physical distancing and to refrain from in-person visits with family, friends and other members of the community. Staff should encourage individuals supported through SIL to use active and passive screening protocols if they do come in in-person contact with family, friends and others in community.

## **Related Documentation**

[Screening Protocol](#)

[Active Screening Questions](#)

[Family/Friend Visitor Log](#)

Outbreak Management Protocol

[Resuming Visits in Congregate Living Settings](#)

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