

## **ESSENTIAL VISITORS DIRECTIVE**

This directive reflects updates to Ministry guidelines regarding Family and Essential Visits effective July 30, 2020. Essential visits to Community Living Toronto (CLTO) residential sites include the following:

- contractors and maintenance staff (e.g. third-party contractors and CLTO maintenance staff for fire safety systems, HVAC systems, repairs, elevators/lifts)
- those performing essential support services (e.g. food delivery, family or volunteers providing care)
- those performing essential healthcare services required to maintain good health (e.g. phlebotomy testing, foot care, PSWs)
- or a person visiting a very ill or palliative resident.

This directive will continue to 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 Principles**

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 in keeping with established principles around social and physical distancing. The expectation is that this directive and requirements are to be adhered to by all essential visitors.

- All visits need to be pre-arranged with the Supervisor. The purpose of the visit, the expected timing for the visit and the location within the home that will need to be accessed needs to be confirmed in advance and recorded in the Essential Visitors Checklist and Family and Essential Visitor's log.
- In keeping with provincial guidelines related to social gatherings and limiting the number of individuals indoors at one time, supervisors are requested to limit the number of essential visitors that will be inside the residence at the same time.
- Scheduling of all visits and rescheduling of cancelled visits will be at the discretion of the supervisor/manager.
- Indoor visits by essential visitors will be permitted with individuals supported by CLTO subject to Pre-Screening and Active Screening, restrictions regarding physical distancing and use of PPE by essential visitors.
- Visits will be permitted at CLTO sites only when there are no active cases of COVID-19 and there are no individuals residing in that site are under isolation precautions.
- Items or equipment brought into the home must be cleaned and disinfected (to the extent possible). Any item that is shared during the visit must be cleaned and disinfected between uses.

- As appropriate, support staff will remain in visual contact with the essential visitor.
- Time spent within the residence is to be limited to the extent possible.

### **Urgent Essential Visits**

Exceptions to the general principles will be considered for urgent essential visits that require an immediate response. This includes urgent repair to the home and/or urgent medical visits. In these cases, for urgent essential visits:

- essential visitors will not be denied entry or be required to pass the screening protocol,
- essential visitors will be permitted entry if someone is in isolation precaution or when there is a suspected or confirmed case of COVID 19 or an outbreak,
- contractors/health care providers must wear full PPE where urgent essential visits are necessary in a home where a person is in isolation precaution, where there is a suspected or confirmed case of COVID 19 or an outbreak.

### **Requirements for Essential Visits**

1. All visits need to be pre-arranged with the Supervisor. The purpose of the visit, the expected timing for the visit and the location within the home that would need to be accessed needs to be confirmed in advance and recorded in the Essential Visitors Checklist and Family and Essential Visitor's log.
  - a. As part of scheduling the visit for contractors and maintenance services, CLTO's Supervisor of Property Maintenance will coordinate the visit with residence staff and leadership and complete the Essential Visitor Checklist and Pre-Screening Questionnaire. This information will be shared with the supervisor of the residence for recording in the Family and Essential Visitor log. Active Screening on the day of the visit will be completed by residence staff and recorded in the Visitors log.
  - b. For essential support services, healthcare services or visit to a palliative care resident, the Program Supervisor will coordinate appointments with service providers and complete the Essential Visitor Checklist and Pre-Screening Questionnaire and record information in the Family and Essential Visitor log. Active Screening on the day of the visit will be completed by residence staff and recorded in the Visitor's log.
2. As required by provincial guidelines, visitors must pass an Active Screening questionnaire that screens for signs and symptoms of and potential exposure to COVID-19. Upon arrival, the shift charge staff will ask the visitor the Active Screening questions that are included in the Essential Visitor Checklist. Visitor information will be recorded on the Family and Essential Visitors Log and will include the visitor(s) name and phone number; verification that the pre-screening and screening processes were completed, and confirmation that these Essential Visitors Guidelines have been reviewed.
3. A signed copy of the Essential Visitors Guidelines is to be collected and scanned for storage.

4. If Active Screening is not passed, the essential visitor will be asked to reschedule the 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. The exception to this is urgent essential visits that require an immediate response.
5. All essential visitors must wear appropriate PPE and adhere to physical distancing. Essential visitors must wear medical masks provided by the location, for the duration of the visit. Visitors will be asked to practice hand hygiene before, during, and after the visit.
6. On the day of the visit the essential visitor must confirm with the residence staff the reason for the visit (e.g. the maintenance task to be performed, its duration and location of the work area in the building or the healthcare service to be provided).
7. Essential visitors will only be permitted in the area designated (or required) for the visit and the nearest washroom for hand hygiene only. Visitors will not be permitted elsewhere in the home for any reason.
8. Essential visitors are to work with the residence staff to minimize direct contact with the individuals we support and other visitors/families.

### **Preparing for Essential Visits**

The Guidelines for Essential Visitors will be reviewed with the essential visitor in advance of the visit, allowing as much time as possible to review the expectations for the visit. Staff will confirm in advance of the visit that the Guidelines have been received and reviewed by the visitor(s) and that the visitor(s) agree to the conditions of the visit as outlined in the Guidelines.

The Family and Essential Visitors 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.

Visits may be cancelled/rescheduled due to an outbreak at the site, if the visitor does not pass the Active Screening questions, if individuals and/or staff are symptomatic, or if operational needs of the home cannot be met. If there is a known exposure at the residence and isolation measures are implemented, all visits must be suspended until isolation measures have been discontinued.

An exposure means a close contact with an individual within 48 hours of symptom onset and probable or confirmed case of COVID-19.

The indoor visiting area must be appropriately cleaned and disinfected before each scheduled visit. Staff are strongly encouraged to make arrangements to ensure physical distancing of at least two metres can be maintained (as appropriate depending on the purpose of the visit).

### **Following Essential Visits**

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

If appropriate physical distancing was not maintained for the duration of the visit and/or appropriate PPE was not maintained, individuals and staff will be monitored for COVID-19 symptoms for 14 days following the visit. Visitors are similarly encouraged to self-monitor for 14 days.

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.

#### **Related Documentation**

[Screening Protocol](#)

[Essential Visitor Checklist](#)

[Family and Essential Visitor Log](#)

[Essential Visitor Guidelines](#)

[Outbreak Management Protocol](#)

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