

## GUIDELINES FOR ESSENTIAL VISITORS

This document outlines requirements and expectations for your upcoming visit to:

Name of Home: \_\_\_\_\_

On (Date mm/dd/yy): \_\_\_\_\_

For the Purpose of: \_\_\_\_\_

### General Principles

These guidelines for essential visitors have been prepared by Community Living Toronto (CLTO) to protect the health and safety of people in our residential services, their families, and our staff. They reflect Public Health Ontario and Ministry Guidelines and are intended to limit the potential exposure to COVID-19 through practices for social and physical distancing and the appropriate use of personal protective equipment (PPE). The expectation is that the requirement outlined below are to be adhered to by all essential visitors.

1. All visits need to be pre-arranged with the Supervisor of the home to be visited. The purpose of the visit, the expected timing for the visit and the location within the home that would need to be accessed must be discussed and confirmed in advance.
2. Scheduling and/or cancelling and rescheduling of visits will be at the discretion of the supervisor/manager. Visits may be cancelled/rescheduled due to an outbreak at the site, if a 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.
3. 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.
4. As required by provincial guidelines, visitors must pass a Screening questionnaire that screens for signs and symptoms of and potential exposure to COVID-19. This screening will be conducted when planning and scheduling the visit. It will also be conducted on the day of the visit prior to entry of the home.
5. If Active Screening is not passed, the visitor will be asked to reschedule 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.
6. Upon entering the home 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.

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.
9. Time spent within the residence is to be limited to the extent possible.
10. Only items necessary to perform the essential service are to be brought into the home and must be cleaned and disinfected (to the extent possible). Sharing of equipment should be minimized as much as possible. Any item that is shared must be cleaned and disinfected between uses.
11. To align with the province's restrictions on social gatherings, visitors must attempt to maintain physical distancing restrictions (6 feet, or 2 metres) as practical, and as related to the purpose of the visit. The visit may 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. The total number of persons in the home at any time will also be considered in allowing the visit to proceed.
12. If 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.
13. Any visitor who experiences symptoms of or tests positive for COVID-19 within 14 days (two weeks) after the visit, must inform the staff at the home and Toronto Public Health.

### **Urgent Essential Visits**

Visits that are required in response to an urgent repair to the home and/or an urgent medical visit are referred to as 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.

### **Confirmation of Receipt and Review of the Guidelines for Essential Visitors**

I (insert name) \_\_\_\_\_ confirm that I have reviewed the Guidelines for Essential Visitors in advance of the visit. I agree to the conditions of the visit as outlined in the Guidelines.

This form is to signed provided to the CLTO home supervisor prior to or on the day of the visit. CTLO staff who are considered to be an essential visitor (e.g. maintenance staff) are required to understand the guidelines for essential visitors, but are not required to sign a form for each visit.

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