

ESSENTIAL VISITORS DIRECTIVE

This Directive reflects updates to Ministry guidelines regarding Family and Essential Visits effective July 30, 2020.

This Directive refers to essential visitors who are third-party contractors, healthcare providers, and other visitors with a specific purpose. This Directive also refers to essential visitors who are Community Living Toronto (CLTO) essential staff and maintenance staff.

Essential visits to CLTO Program locations include the following:

- Service visits by third-party contractors and/or CLTO maintenance staff for services related to fire safety systems, HVAC systems, home repairs, repairs or regular for elevators/lifts, and pest control
- Healthcare or support services appointments required to maintain good health (e.g. phlebotomy testing, foot care, PSWs)
- Inspectors from the Ministry or public health unit
- Visits to a very ill or palliative individual
- Family (a parent or guardian) *

*For more specific considerations related to visits by family, including visits by the up to two “Unrestricted Visitors” who may be named by the individual or substitute decision maker, refer to CLTO’s Home and Family/Friends Visits Directive.

Essential visits CLTO Regional Offices and the Spadina Office include the following:

- Staff who are considered to be essential workers and/or staff who require access to the office for a specific purpose
- Third-party contractor staff who are providing maintenance or other services (e.g. cleaners)

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.

Scope:

This Directive applies to Program locations and CLTO Regional Offices and the Spadina Office.

Sites under outbreak should adhere to restrictions listed in outbreak letters provided by the Ministry of Children, Community and Social Services. These restrictions may include suspension of all visits for the duration of an outbreak. In the event of any conflict between this directive and an outbreak letter, the Ministry outbreak letter should be followed as closely as possible.

GENERAL PRINCIPLES

This Directive is meant to protect the health and safety of people in our residential services, their families, and CLTO staff by limiting potential exposure to COVID-19. All elements of the Directive are in keeping with established principles that 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 this Directive and requirements are to be adhered to by all essential visitors.

- All visits need to be pre-arranged with the Supervisor of the home being visited (or a Regional Office/Spadina contact). The purpose of the visit, the expected timing for the visit, and the location within the home that will need to be accessed must be determined in advance and recorded in the **Staff and Essential Visitor Log**. As part of scheduling the visit, the Essential Visitor is to be informed of the Guidelines for Essential Visitors.
- In keeping with provincial guidelines related to social gatherings and limiting the number of individuals indoors at one time, supervisors are required 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 a Program supervisor/manager (or a Regional Office/Spadina contact).
- Visits by essential visitors will be permitted subject to scheduling and review of the Guidelines for Essential Visitors prior to their visit. Visitors must comply with physical distancing, hand hygiene and use of PPE on the day of the visit.
- Visits will not be permitted at CLTO locations if someone is in isolation precautions or when there is a suspected or confirmed case of COVID-19, or an outbreak.
- 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 location (e.g. a critical interruption that would impact health and safety of individuals in the environment) and/or **urgent medical visits**. In these cases:

- Urgent essential visitors do not require Active Screening at the point of entry, but it will be required upon exit (as possible) for the purpose of contact tracing. The names and contact information at a minimum must be recorded.
- Urgent essential visitors will be permitted entry if someone is in isolation precautions or when there is a suspected or confirmed case of COVID 19, or an outbreak. In this case these urgent essential visitors are required to wear full PPE an outbreak gown, procedural mask, and face shield. These visitors must also perform hand hygiene upon entry and again just before exiting the home, as well as between tasks where appropriate.

REQUIREMENTS FOR ESSENTIAL VISITS

1. All visits need to be pre-arranged with the Program Supervisor or a Regional/Spadina Office contact. The purpose of the visit, the expected timing for the visit and the location within the home/office that would need to be accessed needs to be confirmed in advance and recorded in the Staff and Essential Visitor log.
2. All essential visitors must receive a copy of the Essential Visitors Guidelines in advance of the visit.
3. When the visit is scheduled, the following information is to be recorded by the CLTO staff who has arranged the visit, in the Staff and Essential Visitor Log:
 - Visitor name and contact phone number
 - Proposed date and time, and purpose for the visit
 - Verification that the Essential Visitors Guidelines were provided
4. On the day of the visit, the following is to be completed by the CLTO screener, in the Staff and Essential Visitor log:
 - Time in
 - Confirmation that Guidelines for Essential Visitors were received and reviewed
 - Reason if access is denied
 - Time out
5. On the day of the visit the essential visitor must confirm with the residence/office staff the reason for the visit and location to be accessed. If it is not already there, this information is to be completed by the CLTO screener, in the Staff and Essential log.
6. 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 Visitors Guidelines.
7. If Active Screening is not passed, the CLTO screener will record in the Staff and Essential Visitor Log (for the purpose of contact tracing) and the visitor will be asked to leave and reschedule the visit. The exception to this is for **urgent essential visits** that require an immediate response.
8. Upon entering the home/office, all essential visitors must wear appropriate PPE which will be provided by the location, for the duration of the visit. Visitors will be asked to practice hand hygiene before, during, and after the visit.
9. The indoor visiting area must be appropriately cleaned and disinfected before and after each scheduled visit.
10. Essential visitors will only be permitted in the area designated (or required) for the visit and a washroom for hand hygiene. Visitors will not be permitted elsewhere in the home for any reason. For program locations and offices with more than one washroom, one will be designated for use by visitors. If a washroom is used it must be cleaned after visitors have left.
11. Time spent within the residence is to be limited to the extent possible.

12. Only items necessary to perform the essential service are to be brought into the location 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.
13. 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.
14. 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.
15. 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 CLTO location and Toronto Public Health.

Scheduling Essential Visits:

To ensure residential programs are appropriately staffed and to provide sufficient time to plan, visits are to be scheduled well in advance and according to the operational needs of the home/office.

- 1) Regular property maintenance conducted and arranged through CLTO maintenance staff:
 - CLTO's Supervisor of Property Maintenance will coordinate the visit with residence and/or office staff. CLTO staff will record the upcoming visit in the Staff and Essential Visitor log.
 - It is expected and required that CLTO staff visiting a CLTO location for property maintenance will understand the content of the Guidelines for Essential Visitors and this will be recorded in the Staff and Essential Visitors Log
- 2) Property maintenance, inspections and ad-hoc service requests conducted by a third-party contractor AND arranged by CLTO
 - Examples include special request for Pest Control; HVAC and fire inspections; maintenance for Hoyer lifts and other specialized equipment; Internet supplier technical issues, cleaning. The CLTO Manager of Purchasing, CLTO's Supervisor of Property Maintenance or Facilities Compliance Specialist will coordinate the visit with residence supervisor/office staff contact, and provide the Essential Visitor Guidelines (via email) to the third-party contractor, with a copy to the CLTO Program supervisor/CLTO contact.
 - The Program supervisor/CLTO office contact will record the upcoming visit in the Staff and Essential Visitor log.
- 3) Regular maintenance or inspections conducted by a third-party provider where the provider contacts the home directly (e.g. pest control or elevator services)
 - The CLTO Program Supervisor will arrange a day and time (with confirmation via email) and provide and remind third party contractor of the need to review the Guidelines for Essential Visitors prior to the visit. The supervisor will record the upcoming visit in the Visitor Log.

- 4) Other ad-hoc visits scheduled by Program Supervisors/office staff e.g. Movers, 1-800 got junk, etc., need to be scheduled in advance, Essential Visitor Guidelines provided and the upcoming visit recorded in the Staff and Essential Visitors log.
- 5) Essential support services, healthcare services or a visit to a palliative care resident, will be arranged by the Program Supervisor. The Program Supervisor will provide the Essential Visitor Guidelines, and record the up-coming visit in the Staff and Essential Visitor log.

Related Documentation

[Screening Protocol](#)

[Essential Visitor Checklist](#)

[Staff and Essential Visitor Log](#)

Guidelines for [Essential Visitors](#)

[Outbreak Management Protocol](#)

Home and Family/Friends Visits Directive

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