

VISITS BY FAMILY, FRIENDS & CAREGIVERS AND EXTERNAL OUTINGS DIRECTIVE

Community Living Toronto (CLTO) considers visits by family, caregivers and friends as necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident.

Visits to CLTO residences and external outings are permitted based on 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).

Only visitors who are fully-vaccinated, or if not fully-vaccinated are able to show proof of a negative COVID-19 test within 24 hours prior to the visit, will be permitted for indoor visits.

Visits with an unvaccinated family member or friend, who does not show proof of a negative COVID-19 test within 24 hours prior to the visit, will only be permitted if they occur outdoors and if all parties wear full PPE including a medical/procedural mask and face shield, and use physical distancing of six feet between visitors for the duration of the visit.

For external outings or overnight absences, depending on the vaccination status of the family member or the individual served and/or the location of visit, there may be additional precautionary measures for the family member or the individual served, upon return from a visit based on Public Health guidance.

This Directive reflects Ministry Emergency Orders and/or Guidelines regarding Permitted Visitor and Recreational Activities, Outdoor Visits for Congregate Care Settings, Brief Physical Contact and Recreational Activities, Public Health guidance and the current environment.

Guiding principles and the Ministry of Children, Community and Social Services (MCCSS) Visitor and Recreational Activities Community Risk Continuum framework will be used as a guide to determine risk and safety for indoor and outdoor visits, outings, and essential overnight absences.

Scope

This Directive applies to visits by family, caregivers and friends to individuals residing in a CLTO congregate living setting.

Sites under outbreak should adhere to restrictions listed in outbreak letters provided by the Ministry of Children, Community and Social Services. 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.

Visits by health care providers, maintenance staff and other essential visitors should refer to the **Essential Visitors to CLTO Locations Directive**.

General Principles

The following principles will be used to guide and determine risk and safety for indoor and outdoor visits, outings, and overnight absences:

Vaccination Status: CLTO expects all Staff, students, volunteers and third-party contractors to be fully-vaccinated against COVID-19. CLTO strongly encourages all individuals served and their families to be fully-vaccinated.

Safety: Any approach to visiting inside a congregate living setting should consider the health and safety needs, and overall well-being of individuals supported, staff, and visitors. Risks and susceptibility to the virus must be mitigated. Virtual visits and outdoor visits are strongly encouraged and facilitated wherever possible.

Emotional well-being: Accommodating visitors is intended to support the emotional well-being of residents and their families/friends by reducing any potential negative impacts related to social isolation.

Equitable access and rights: Visits should be conducted equitably and consistent with resident preference and rights, and within reasonable restrictions that safeguard residents and staff.

Flexibility: Any approach to visits should consider COVID-19 spread in their community and the physical/infrastructure characteristics of the site, its staffing availability, and the current status of PPE levels for staff and residents. All visits must be pre-scheduled using the SWAS App.

Safe Visit Guidelines

When scheduling/planning a visit at a CLTO residence, or an outing, CLTO staff will apply the MCCSS Visitor and Recreational Activities Community Risk Continuum to determine the level of risk and requirements for the individual supported, family member/caregiver and any other individuals who may be encountered during a visit or overnight absence.

1. Indoor and Outdoor Visits

All Visitors

- Are requested to pre-schedule an indoor or outdoor visit using the SWAS App
- Must pass active screening for COVID-19 and identify their vaccination status
- Must wear surgical/procedural masks and eye protection at all times*
- Where feasible, residents are strongly encouraged to wear a surgical/procedure mask
- Must maintain physical distance at all times (2 meters/6 feet)
- Visits must be supervised by a CLTO staff person

***Brief physical contact with visitors:**

- Residents and visitors, are permitted to engage in brief physical contact (e.g., a hug) during indoor or outdoor visits.

All MCCSS COVID-19 guidance for congregate settings remains in effect and service providers with congregate living settings are to continue to follow the enhanced precautions. These are summarized below:

1. Visits are to be scheduled in advance using the SWAS App. This allows for Supervisors to ensure that

physical distancing and other safety protocols can be adhered to and the visit will not impede the operational needs of the CLTO site. And also allows for contact tracing.

2. Visitors will receive the Visitors Guidelines including the Pre-Screening Questions in advance as part of scheduling the visit using the SWAS App.

Enhanced precautions

3. The home must NOT be currently in confirmed or suspected outbreak.
4. Where there is an individual currently isolated and awaiting COVID-19 test results indoor visits would be suspended.
5. Visitors are to be advised during Active screening at the door that strict adherence to the masking/eye protection requirements are a condition of entry and failure to adhere may result in them being asked to leave the premises.
6. Individuals and visitors must maintain physical distancing restrictions (6 feet, or 2 metres) at all times, with the exception of brief physical contact*.
7. All visitors must wear, at a minimum, a surgical/procedural mask and eye protection (face shield or goggles) at all times during the visit and maintain proper respiratory etiquette and hand hygiene.
8. CLTO locations will supply visitors with a surgical/procedure mask and face shield as needed.
9. For indoor visits, a designated visiting area will be established in the home. Visitors will only be permitted in the area designated for visits and a designated washroom. Visitors will not be permitted elsewhere in the home for any reason.
10. The indoor visiting area must be appropriately cleaned and disinfected before and after each scheduled visit.
11. Outdoor visits will be permitted in the backyard 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.
12. The visit will be ended if it becomes apparent that individuals cannot maintain physical distance (beyond brief physical contact).

2. Recreational Outings (Short Stay Absences)

Recreational outings such as park visits, shopping, etc. can be undertaken in accordance with public health guidelines and use of PPE. These will be scheduled by supervisors.

When scheduling an outing, families should work with the supervisor to find a mutually agreed-upon time that does not impede the operational needs of the CLTO site. Families must make arrangements for picking up residents from their CLTO home. The resident and family members and/or persons who hosted the resident will be screened upon pick-up and return to the CLTO site.

While away, residents and their families must follow local public health restrictions and guidelines, such as mask usage, eye protection, physical distancing, and limits on gathering size. CLTO will provide masks and eye protection for the outing if necessary.

If the visitor or any contacts made during the outing experience symptoms 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 outings will be suspended until further notice.

3. Overnight Absences

Overnight absences from CLTO residences to maintain the health, wellness and safety, or any applicable legal rights of a resident are permitted when possible.

The individual and their family/caregiver are to be advised before an overnight visit takes place of required enhanced precautions that are to be implemented upon return of the resident from an overnight visit, for example self-isolation depending on the visit location, and vaccination status of individual and/or the family or caregiver.

Longer term overnight absences (e.g., Shadow Lake Camp) in the community will be permitted, as possible and take into consideration a risk assessment for the individual supported, and other individuals who may be encountered during the extended absence. These will be scheduled by supervisors and permitted in accordance with Active Screening and other Public Health guidelines.

Return from Overnight Absences

A resident returning to the CLTO residential setting from a permitted essential overnight absence must upon return, follow the self-isolation protocol and enhanced precautions for a maximum of 14-days post the overnight visit, unless they are fully vaccinated.

The enhanced precautions include:

1. Pass active screening and Rapid Antigen Testing (if possible) for signs and symptoms of, and potential exposures to COVID-19
2. Only receive outdoor visitors during the 14 days
3. No contact with others outside of the home
4. Monitor for symptoms
5. Limit contact with other residents
6. Avoid using common areas; if a common area cannot be avoided, the resident must wear a surgical/procedure mask if tolerated
7. Follow physical distancing guidelines and only participate in group activities if physical distancing can be maintained (i.e., 6 feet or 2 meters) and the use of a surgical/procedure mask
8. Practice proper hand hygiene by washing their hands often (using soap and water, or use alcohol-based hand sanitizer)
9. Adhere to respiratory etiquette

Related Documentation

CLTO Immunization Directive for Staff and Essential Visitors
Essential Visitors to CLTO Locations Directive
MCCSS Visitor and Recreational Activities Community Risk Continuum
Active Screening Questions and Script
[Essential Overnight Absence Log, July 30, 2020](#)
Outbreak Management Protocol
Overnight Absence Return Plan
Protocol for Active and Passive Screening
Visitor Guidelines and Pre-Screening Questions
Re-Opening Ontario Act and related orders