

VISITS AND EXTERNAL OUTINGS DIRECTIVE

Visits to Community Living Toronto (CLTO) program locations and supported living settings and external outings are permitted based on established practices that are intended to limit the potential exposure to COVID-19. These practices include screening and Rapid Antigen Testing (RAT), physical distancing, and the appropriate use of personal protective equipment (PPE).

All visits to CLTO program locations and outings for individuals supported are to be pre-scheduled. 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.

All visitors are to receive and review the Visitor Guidelines and Pre-Screening Questions in advance as part of scheduling using the SWAS App. As part of screening, visitors must attest to a negative COVID-19 test within 24 hours prior to the visit, or must self-administer at Rapid Antigen Test (RAT) and show a negative test result prior to entering a location.

COVID-19 guidance for congregate living settings funded and licensed by the Ministry of Children, Community and Social Services (MCCSS) will be used as a guide to determine risk and safety for indoor and outdoor visits, outings, and overnight absences.

Scope

This Directive applies to all visitors to CLTO congregate living settings and program locations. This includes visits by family, friends, health care providers, maintenance staff and other essential visitors

Exceptions 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.

Emergency response services (Fire, Paramedics, Police) are exempt from this Directive but are expected to follow their own protocols when responding to an emergency

Sites and locations 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.

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 requires all Staff, students, volunteers and third-party contractors to be fully-vaccinated against COVID-19. This requirement is described in the Immunization Directive for Staff and Third-Party Providers and outlined in a service agreement, contract or Memorandum of Understanding between CLTO and the agency or service provider. 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

1. Indoor and Outdoor Visits

1. The home must NOT be currently in confirmed or suspected outbreak.
2. Where there is an individual currently isolated and awaiting COVID-19 test results indoor visits would be suspended.
3. Physical distancing remains one of the key public health measures to reduce the transmission of COVID-19. In general, all individuals and visitors should be encouraged to practice physical distancing (maintaining a minimum of 2 metres from others) to reduce the risk of transmission of COVID-19.
4. All visitors must wear, at a minimum, a surgical/procedural or N95 mask at all times during the visit and maintain proper respiratory etiquette and hand hygiene. CLTO locations will supply visitors with a surgical/procedure mask as needed.
5. 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. The indoor visiting area must be appropriately cleaned and disinfected before and after each scheduled visit.
6. 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.

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 and–physical distancing. CLTO will provide masks for the outing if necessary, and provide instruction to residents for how to safely don and doff masks. All individuals will be required to follow the screening protocol in place when returning from an outing.

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. Rapid Antigen Testing for the individual in service may be administered based on ***Testing and Clearance Guidance for Individuals in Service***.

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. 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 screening and ***Testing and Clearance Guidance for Individuals in Service*** and other Public Health guidelines.

Return from Overnight Absences

The individual and their family/caregiver must be advised before an overnight visit takes place of required precautions that will be implemented upon return of the resident from an overnight visit.

Any individual returning to the CLTO residential setting from an overnight absence must upon return, undergo the CLTO screening protocol including Rapid Antigen Testing (or the family may complete a COVID-19 test and share the results with CLTO).

If the individual fails screening (i.e. they are symptomatic, or had contact with a positive COVID-19 case) staff must follow the ***Testing and Clearance Guidance for Individuals in Service*** depending on immunization status of the individual. Contact Public Health for additional guidance as required.

Any individual who is suspected and/or confirmed to have COVID-19 must:

- not attend any in person congregate day programming
- avoid group activities in the setting
- maintain physical distancing as much as possible
- undergo Rapid Antigen Testing by an appropriately trained staff, and after a ***Consent to Rapid Antigen***

Testing for Individuals Supported has been signed.

4. Property Maintenance, Inspections and ad-hoc Services

For regular property maintenance conducted and arranged through CLTO maintenance staff:

CLTO's Supervisor of Property Maintenance will coordinate the visit with the CLTO property (residence and/or office staff). CLTO staff will record the upcoming visit in the SWAS App. It is expected and required that CLTO staff visiting a CLTO location for property maintenance will understand the content of the **Visitor Guidelines and Pre-Screening Questions** and this will be recorded in the SWAS App.

For property maintenance, inspections and ad-hoc service requests conducted by a third-party contractor AND arranged by CLTO:

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 Visitor Guidelines and Pre-Screening Questions** 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 SWAS App.

For 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 **Visitor Guidelines and Pre-Screening Questions** prior to the visit. The Program Supervisor will record the upcoming visit in the SWAS App.

Other ad-hoc visits scheduled by Program Supervisors/office staff:

e.g., Movers, 1-800 Got Junk, etc., must be scheduled in advance, **Visitor Guidelines and Pre-Screening Questions** provided and the upcoming visit recorded in the SWAS App.

Related Documentation

Immunization Directive for Staff and Essential Visitors

Immunization Directive for Staff and Third-Party Providers

[COVID-19 guidance for congregate living settings funded and licensed by the Ministry of Children, Community and Social Services | ontario.ca](#)

Active Screening Questions and Script

Outbreak Management Protocol

Protocol for Active and Passive Screening

Visitor Guidelines and Pre-Screening Questions