

ALBRIGHT MANOR	Document: IC-2.1.1	Approved By: Linda Kilian
Manual: Infection Control Manual	Original Date: September 23, 2020	
	Reviewed: April 8, 2022	
Section 02 Albright Manor Specific Guidelines	Revised: April 11, 2022	
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POLICY

The goal of visitor policy is to balance the need to mitigate risks to residents, staff, and visitors with the mental, physical, and spiritual needs of residents for their quality of life.

The Albright Manor visitor policy ensures that essential visitors continue to have access to the long-term care home during an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic or a pandemic, subject to any applicable laws. It complies with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act.

It is understood that all Ministry of Long-Term Care and Public Health directives and recommendations will be adhered to. This and other policies may change to reflect updated provincial guidelines, and in consideration of the regional/local pandemic situation.

Effective December 15, 2021

Any person who has travelled outside of Canada (including the US) in the previous 14 days must rapid test daily before entering the home regardless of immunization status. This daily testing will continue until 15 days after return to Canada.

General Provisions

Any visitor not following the health guidelines for COVID or does not follow the outlined protocol will be the basis for discontinuation of the visit.

1. All visitors coming into the Home will be tracked via the active screening tool at the front entrance.
2. All visitors coming into the Home will be screened and provide attestation to not experiencing any symptoms. The exception to screening is first responders who should be permitted entry without screening in an emergency.

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3. All visitors should consider their personal health and susceptibility to the virus in determining whether visiting a long-term care is appropriate. The exception to screening is first responders who should be permitted entry without screening in an emergency.
4. Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a long-term care home is appropriate.
5. Visitors who require COVID testing and have tested positive can resume visiting when they have been cleared by Public Health.
6. LTC home staff, volunteers and placement students are not considered visitors. Access to the home is determined by the licensee. Screening and PPE requirements for volunteers and students should align with those for staff.
7. Government inspectors are essential visitors however they are not subject to the Visiting Policy. Surveillance requirements do apply for Government Inspectors. They must be actively screened and attest to not experiencing any symptoms. Examples of inspectors include LTC Inspectors, Health Protection and Promotion (Public Health), Ministry of Labour.

DEFINITIONS

Essential Visitor - a person performing essential support services, person visiting a very ill or palliative resident, inspector (not subject to visitor policy), support worker, caregivers.

- a) **Essential Caregiver** - essential visitor designated by the resident/SDM and is providing direct care to the resident e.g., feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, assistance in decision-making.
- b) **End of Life Visitor** – essential visitor visiting a resident who has been deemed end of life or critically ill by the health care team.

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c) Support Worker - essential visitor visiting to perform essential support services to a resident at the home. Example-physician, nurse practitioner, maintenance, person delivering food.

d) Government Inspectors with a statutory right of entry – these include inspectors under the Fixing Long Term Care Act, 2021; the Health Protection and Promotion Act; the Electricity Act, 1988; the Technical Standards and Safety Act, 2000; and the Occupation Health and Safety Act.

General Visitor - person who is not an essential visitor and is visiting for non-essential services or for social reasons.

Staff - person who works at the home as an employee of the Home (b) Pursuant to a contract or agreement with the licensee (c) Pursuant to a contract or agreement between licensee and employment agency or other 3rd party Per Long Term Care Homes Act, 2007; 2(1)

Fully Vaccinated – a person who has completed a two-week period following the first and second vaccinations and has received the third dose as outlined in the immunization policy as applicable and provides documentation to support the vaccinations and dates.

Partially Vaccinated or Unvaccinated – a person who has not been vaccinated; has received 1 of the 2 required vaccinations; has received 2 vaccinations not yet completed the two-week period post second vaccination or has not yet received a third dose vaccination as outlined in the immunization policy as applicable.

Indoor Visit – A visit with a resident in the Albright Manor building. Specific details pertaining to indoor visits are addressed in the topics of Essential Visitors Indoor Visits and General Visitors Indoor Visitors.

Outdoor Visit – A visit with a resident on the Albright Manor Property outside the areas considered an indoor visit. Specific details pertaining to outdoor visits are addressed in the topic of Outdoor Visits.

Antigen Test – A point-of-care rapid antigen test for the novel coronavirus known as COVID-19 where the test kit has been obtained from Ontario Health and is taken in accordance with Rapid Antigen Screening Guidance.

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PCR Test – A validated real-time polymerase chain reaction (PCR) assay laboratory test for the novel coronavirus known as COVID-19.

IPAC – Infection Prevention and Control. Measures based on best practice required by one or more of the following Public Agencies: Public Health Ontario, Ministry of Health, Ministry of Long-Term Care, and/or Niagara Region Public Health.

Communication

Residents, staff, and families will be kept informed about COVID-19 and changes to policies and procedures. Communication includes posters, memos, and e-mail communication. Albright Manor shall ensure that the current version of the visitor policy is provided to the Residents' Council and Family Council.

Support Person for a Visitor

A visitor may require a support person to help them visit a long-term care home. The Support person must adhere to all the rules and if the Visitor is not fully vaccinated and able to provide evidence of such is required to attest to a COVID test and must also have received a negative rapid antigen test the day of the visit. A support person for the visitor would assist the visitor to and or from the visit.

Exceptions to Social Distancing

Fully vaccinated essential caregivers and visitors who have passed screening may engage in close physical contact with a resident to support communication and/or emotional well-being provided the visitor wears a surgical mask provided by the home as source control.

Non-Compliance with Policies of the Home

1. Non-compliance with the policies of the Home could result in a discontinuation of visits for the noncompliant visitor. A visit will be ended prior to the established time if a visitor is not complying with the policies in place at the time of the visit.
2. Visitors will be provided with information/education on the Home's policies and procedures for their type of visit.

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3. If a visitor is found to not be complying re-education/instruction will be provided. The visitor must review the information.
4. In the event a visit is ended the details will be documented.
5. If the circumstances cannot be resolved by education and explanation and the health and safety of residents and staff are impacted a visitor may be temporarily prohibited from visiting.
6. If a visit is prohibited a time frame and requirements for resuming the visit will be communicated and documented by the Home.

ESSENTIAL VISITORS

1. **Caregiver (Essential Caregiver)**
How to be Identified as a Caregiver

Requirements

1. Caregivers will be determined by the Resident or Substitute Decision Maker (SDM). This should be done in writing.
2. There will be a limit of 4 (four) of designated essential caregivers for a resident. Previously designed (prior to December 15, 2021) essential caregivers over the limit will be grandfathered.
3. Required to be at least 16 years of age. Designated Essential Caregivers under the age of 16 must have approval from a parent or legal guardian to be designated as a caregiver.
4. Provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis.

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5. To designate an essential giver, a form (Appendix A) must be completed and submitted to the home. This form is to be signed by the capable resident, Power of Attorney for Care/Substitute Decision Maker, or both parties. The form is provided with the admission package for all new admissions to the home. Additional forms are available upon request.
6. The designation as an Essential Caregiver will remain. There is no expiry to the designation. If a different person needs to be assigned as and Essential Caregiver and all 4 (four) caregiver designations have been assigned, one designated caregiver will have to be removed. A caregiver transfer form will need to be completed, signed by the appropriate persons and submitted to the home.
7. Records pertaining to the designation of essential caregivers will be maintained by the heads of the programs and/or volunteer department. The designation of the Essential Caregiver will be placed in the resident electronic chart and the master copy will be filed and kept at the reception desk on the main floor of the home.
8. Designated essential caregivers are required to follow current testing protocols and will be asked to show the results of the PCR or rapid antigen test to the screener upon entry to Albright Manor.
9. Designated essential caregivers must meet the applicable immunization requirements as per Albright Manor's Immunization Policy.
10. Designated essential caregivers are required to complete monthly mandatory training, follow all protocols and guidelines required of an Essential Caregivers including wearing proper Personal Protective Equipment (PPE) and meticulous hygiene. This includes the surgical mask which will be provided by the home. Double masking is not permitted.
11. Fully immunized or vaccinated Essential Caregivers as outlined in the immunization policy will require successful screening at the building entry.

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Surveillance testing is required twice per calendar week. This testing can be either the rapid antigen or Covid PCR test and should not be done on consecutive days each week.

12. Caregivers who are eligible for a third dose on or before March 14, 2022 must meet the applicable requirements set out in section 2 by March 14, 2022. Up to this time, these caregivers may enter the home with two doses.
13. Caregivers who are eligible for a third dose on or after March 14, 2022 must meet the applicable requirements set out in section 2, they must provide proof of having received their third dose within 30 days of being eligible. These caregivers may enter the home with two doses, or with a valid medical contraindication in the form of an enhanced vaccination certificate.
14. Effective January 4, 2022, all essential caregivers must show proof of immunization in the form of a QR code for entry to the home.
15. All Essential Caregivers must pass screening on entry, including attesting to not visiting a home in outbreak or a resident who is self-isolating or symptomatic for the past 14 days.
16. Follow Albright Manor's process for raising questions and concerns.
17. Follow Albright Manor's infection control protocols.
18. Follow Public Health guidelines for COVID both inside and outside of the Home.
19. Only provide care and assistance to their identified family member.
20. Prior to visiting any resident for the first time and monthly thereafter the caregiver should verbally attest to home that they have read/reread the home's visitor policy.

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21. There is a limit to the number of Essential Caregivers and/or visitor per resident to 4 (four) at any given time. If the resident is isolated or the unit is in outbreak, the number of essential caregivers at one time will be 1 (one).
22. Frequency of visits are not limited to once per day. A caregiver may leave the home and return in the same day. The length of visits may be limited as per the operational requirements of the home.
23. In accordance with Albright Manor's outbreak practice, visitation including caregiver status will be determined in conjunction with the Public Health Outbreak team and communicated to Essential Caregivers for the duration of each outbreak in the home.
24. The time of caregiver visits may be limited by operational requirements of the home.
25. A Caregiver may not visit any other resident or home for 14 days after visiting a Home that is in outbreak or a resident that is symptomatic.

Training

The Home will provide the Caregiver with a package of information including:

- Copy of the Visitor Policy
- How to put on and Take off Personal Protective Equipment (PPE)
- How to properly apply, remove and wear a Mask
- Hand Hygiene Social Distancing from all other Residents, Staff and Visitors

Procedure for Essential Caregiver(s) Indoor Visit

1. The Caregiver(s) will always wear a surgical/procedural mask provided by the home. Double masking is not permitted. Meticulous hand hygiene must be maintained throughout the visit as well as adherence to all IPAC requirements.
2. The Caregiver(s) may also be asked to wear a gown, gloves, and/or eye coverage. Caregivers must diligently follow the implemented protocol for visits to maintain a safe environment for residents, staff, and visitors.

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3. The Fully Vaccinated Caregiver have access to all visiting areas in the building. Feeding assistance for residents may be provided by the Fully Vaccinated Caregiver.
4. Caregivers may still accompany residents for meals when the home is not in outbreak, however they are no longer able to eat with the residents and should remain masked for the entire duration of their visit including in the resident's room.
5. Essential Caregivers that are not yet fully vaccinated are restricted to residents' room. All PPE protocols in effect are to be maintained for the entire visit.
6. The caregiver is to maintain 6-foot physical distancing from all other residents, staff, and other visitors. The fully vaccinated caregiver may have physical contact, including for non-care related reasons with the resident. The partially immunized caregiver is to limit close contact to a brief hug.
7. In the case of a shared room, the Caregiver must remain on their resident's side of the room only.
8. Pets are not currently permitted in the Home.
9. Restroom facilities for Essential visitors and caregivers are available on the Main floor only.

2. End-of-Life Visitor

1. The End-of-Life Visitor is allowed visiting privileges to someone who is very ill or palliative in the final stages of life.
2. The End-of-Life Visitors shall be limited to 4 (four) per resident at a time unless the unit of the resident is under outbreak precautions. During

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outbreak precautions, only one (1) visitor at a time. Subsequent End of Life visitors will be allowed with the limit of one or two at any given time as outlined above.

3. The End-of-Life Visitors may be required to wear full PPE during the visit during outbreak precautions.
4. The End-of-Life Visitor is required to wear the mask provided by the home all times during the visit is not permitted to or drink anywhere in in the home. Double masking is not permitted.
5. The End-of-Life Visitor will receive individual support as required depending on the situation.
6. An information sheet will be made available to all End-of-Life Visitors.
7. The home has discretion to determine how many visitors may visit a palliative or very ill resident. Consideration is give to the physical characteristics of the home/area, staff availability and status of PPE in the home.

Procedure for End-of-Life Visitor

1. Approval for End-of-Life Visitors is provided by a joint decision of the physician and clinical nursing team for allowing the visitor(s) to come into the Home.
2. The nurse will inform the screener of the approval End-of Life visitor(s) for a resident.
3. A negative COVID test is a requirement for an End-of-Life Visitor. A rapid antigen test may be obtained prior to entry in the testing area. If the visit is afterhours for the testing area, the nurse on duty will perform the rapid antigen test prior to entry to the home.
4. Screening will be completed by the designated Screener or Nurse before allowing the visit.

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5. The Screener will ask if they have visited another health care facility that is in outbreak within the last 14 days. If the answer is yes or they do not pass screening they cannot enter the Home.
6. If the visitor passes the screening and testing, they will be allowed to visit.
7. A sign in & out sheet will be used to keep the screener informed if there is currently a visitor with the resident.
8. The results of the screening will be documented and maintained as a part of Albright Manor's records.
9. End-o-Life visitation as outlined above will be allowed should the Home be in outbreak or the resident is self-isolating.
10. The visitor will be actively screened upon entry and provided with PPE. All visitors must wear a gown, gloves, face shield or goggles for the duration of all visits unless fully vaccinated. End-of-Life visitors who are Essential Caregivers and are fully vaccinated will not be required to wear the gown and gloves unless the resident is in isolation.
11. The nurse will ensure PPE is worn appropriately and provide any required education. The visitor will be escorted to the room.
12. Visitors will be supplied with an instruction sheet which will provide details regarding precautions to be followed during the visit.
13. A visitor may not visit any other resident or home for 14 days after visiting a Home that is in outbreak or a resident that is symptomatic.

3. Support Worker

A Support Worker will be allowed to come to the long-term care or retirement homes to provide a service. It is recognized that personal care services that were initially considered non-essential may now be considered essential e.g., footcare. The following guidelines should be considered for each Support Worker to decide at any given time whether their service is considered essential. If the Home is in outbreak Support Workers may be cancelled until out of outbreak as per Albright Manor's Outbreak Policy.

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Personal Care Services such as those provided by barbers are permitted. Please note that personal care services are considered general visitors if they are not staff of the home or a designated caregiver. Procedures for persons provided a personal care service are outlined under general visitors.

Requirements for Support Worker - Essential Visitor

1. Must pass Active Screening, and attest to not experiencing symptoms by answering all the required questions on the questionnaire.
2. Support workers are required to be fully immunized as per the immunization policy and will provide proof of immunization as well as undergo surveillance testing twice per calendar week. This testing can be either the rapid antigen or Covid PCR test and should not be done on consecutive days.
3. If unimmunized or partially immunized, the support worker will not be granted access to the home except in the case of an emergency (fire etc.)
4. Where a support worker requires immediate access to the home in an emergency, the home does not need to ask for a verbal attestation for a negative COVID-19 test result.
5. Communicate with a Nursing Leadership or Registered Staff person prior to commencing the service to ensure they are not seeing someone in isolation etc.
6. Must wear the PPE required by the Home for the service being provided. PPE to be supplied by the Home is not brought by the Service Provider.
7. Must be knowledgeable in donning, doffing and good infection prevention and control methods. If required, the staff member will provide re-direction and education to the service provider.
8. Must visit only the residents who they are providing the service to.
9. Provide a list of the residents who received their service on each visit. This is for the purpose of contact tracing.

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10. During a declared outbreak cancellation of most support workers will occur. This is in accordance with Albright Manor's Outbreak Policy.

GENERAL VISITORS

Requirements

1. All general visitors must provide proof of at least two vaccinations except if the visitor is under 5 years of age.
2. Infants under 1 year of age are not considered visitors and may enter the home without being subject to surveillance testing.

Children Visiting the home as of March 14, 2022

Age Group	Screening	Masking	Testing	Immunization
Infants 1 and under	No	No	No	No
Children under 5	Yes	Yes* * Children under 2 years of age are not required to mask.	Yes* * Children under 2 years of age are not required to test.	No
Children 5 and older	Yes	Yes	Yes	Yes - must have 2 doses

General visitors younger than 14 years of age must be accompanied by an adult and must follow all applicable public health measures that are in place at the home (for example, active screening, physical distancing, hand hygiene, masking) for source control.

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3. There will be a limit of 4 (four) visitors (or combination of general visitor and caregivers) for a resident at a time.
4. All general visitors must have a Rapid Antigen Test prior to entry to the building each calendar day and must wait for result.
5. All visitors must show proof of immunization in the form of a QR code for entry to the home.
6. All General Visitors must pass screening on entry, including attesting to not visiting a home in outbreak or a resident who is self-isolating or symptomatic for the past 14 days.
7. Follow Albright Manor's process for raising questions and concerns.
8. Follow Albright Manor's infection control protocols.
9. Follow Public Health guidelines for COVID both inside and outside of the Home.
10. Only visit and/or provide care and assistance to the resident visiting.
11. There is a limit to the number of Essential Caregivers and/or visitor per resident to 4 (four) at any given time. If the resident is isolated or the unit is in outbreak, the number of essential caregivers at one time will be 1 (one)
12. Frequency of visits are not limited to once per day. A general visitor may leave the home and return in the same day. The length of visits may be limited as per the operational requirements of the home.
13. The time of general visits may be limited by operational requirements of the home.
14. A General Visitor may not visit any other resident or home for 14 days after visiting a Home that is in outbreak or a resident that is symptomatic.

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Please Note: If the Home is considered in Suspect Outbreak or Full Outbreak, we will temporarily suspend all general visits until it is declared over. Given the challenge for residents with cognitive decline to adhere to the above process; this visit will be considered on an individualized basis.

Procedure for General Visitor(s) Indoor Visit

1. The Visitor(s) will always wear a surgical/procedural mask/ provided by the home. Double masking is not permitted. Meticulous hand hygiene must be maintained throughout the visit as well as adherence to all IPAC requirements.
2. The Visitor(s) may also be asked to wear a gown, gloves, and/or eye coverage. Visitors must diligently follow the implemented protocol for visits to maintain a safe environment for residents, staff, and visitors.
3. General Visitors may be restricted as to the location of visits for the residents.
4. The General visitor is to maintain 6-foot physical distancing from all other residents, staff, and other visitors. The General visitor is to limit close contact to a brief hug.
5. Pets are not currently permitted in the Home.
6. Restroom facilities for General visitors and Essential Caregivers are available on the Main floor only.

OUTDOOR VISITS

During outdoor visits, all appropriate precautions must be taken to prevent exposure to COVID-19. As of March 14, 2022, a resident may have an outdoor visit but is not limited to the number of visitors. Outdoor visits may not occur when the home is in outbreak status or weather/climate does not support.

Requirements for Outdoor Visitor

1. Be feeling well on the date/time of visit (must pass the active screening tool).

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2. Physical distancing is not required with the resident, but should maintain 6 feet from other residents with their visitors or staff.
3. Must wear a mask or face covering (bring their own) at all times during the visit.
4. No Food / drinks for visitors. Only the resident can eat or drink.
5. All persons involved in an outdoor visit must be screened and tested prior to the visit.

Note: All visiting outdoors on the property must follow the Outdoor Visiting policies and procedures.

Procedure for Outdoor Visits *(when feasible)*

1. All visitors must register, be screened at the front entrance prior to the visit. There is not a limit to the number of visitors. All visitors in the group must be fully masked for the duration of the visit.
2. Visits with an essential caregiver or a general visitor who is fully vaccinated may come in the building to bring the resident to and from the visit do not require a booking. The essential caregivers are required to have a PCR/rapid antigen completed twice per week.
3. Visits with no fully vaccinated essential caregiver or fully vaccinated general visitor present will require a booking and need to arrange a date and time slot for the visit as staff will need to bring the resident out.
4. If a resident is able to bring themselves to and from the outdoor visit, then booking is not required.
5. The sector-specific limits on the number of visitors per resident has been removed. If one of the visitors is a child (<14), they must be accompanied, supervised by the visitor and must abide by all the same rules.
6. For the safety of all, a staff member may be monitoring to ensure required restrictions are maintained during the visit.

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7. The family visitor(s) requiring a booked appointment will arrive to Home at the assigned time of the visit.
8. Please come to the front door to be screened and register that you have arrived for the visit.
9. PPE (mask brought by Visitor) will be put on prior to the coming to the screening station.
10. Please ensure you bring your own chair.
11. Information regarding respiratory etiquette, hand hygiene, infection and prevention control practices, and proper use of PPE; and consequences of not following guidelines i.e. – no more visits, resident self-isolated) is accessible.
12. A staff member will communicate/assist the resident to the applicable visiting area for booked appointments.
13. The staff member will communicate/assist the resident back into the unit at the time arranged with the staff member for booked appointments.
14. Documentation of the understanding of the information package and the date/time of visit is recorded by the active screening tool.
15. Washroom facilities are not available for partially or unimmunized general visitors. Rapid antigen testing will be required in conjunction with demonstration of vaccination for entry to the home for washroom use.

In addition to the above requirements for visitors, the Home reserves the right to cancel outdoor visits at any time should the risks be considered too high including visitors or residents not complying with the rules in place as well as:

- If the Home is considered in Suspect Outbreak or Full Outbreak, we will temporarily suspend all outdoor visits until it is declared over
- Visits are weather dependent. In the case of adverse weather conditions (heavy rain/heat/cold advisories), outdoor visits may be cancelled.
- Given the challenge for residents with cognitive decline to adhere to the above process; this outdoor visit will be considered on an individualized basis

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Albright Manor will maintain visitor logs for a minimum of 30 days which include, at a minimum,

- (a) the name and contact information of the visitor;
- (b) the time and date of the visit; and
- (c) the name of the resident visited.

REFERENCES

Directive #3 for Long Term Care Homes under the LTCHA. Effective March 14, 2022.

Minister's Directive: Covid-19: Long-Term Care Home Surveillance testing and access to homes. Effective March 14, 2022

Covid-19 Guidance Document for Long Term Care Homes in Ontario. Effective March 14, 2022

Ontario Regulation 246/22 made under the Fixing Long Term Care Act, 2021, March 31, 2022.