

## Guidelines for Visitors during the COVID-19 Pandemic

York Region's two Long-Term Care Homes are happy to welcome family and friends for both outdoor and indoor visiting as part of the Homes' Visiting Program. Visits with families and friends are important for the residents' emotional health and well-being. However, we must all continue to follow physical distancing requirements and infection prevention and control measures to protect residents from COVID-19. This tip sheet provides you with the guidelines that must be followed to protect all of the Homes' residents. We thank you for your cooperation.

### Guidelines

It is vital that you consider your personal health and susceptibility to the COVID-19 virus in determining whether visiting a long-term care home is appropriate. Some [common symptoms](#) of COVID-19 include fever; new onset of cough; worsening chronic cough; and/or shortness of breath. If you are experiencing symptoms of COVID-19, in-person visiting is not permitted.

Virtual visiting options remain available at both Homes.

### Visiting Area Setup

- The Homes have dedicated areas for both indoor and outdoor visits. The areas are secured with barriers to maintain physical distancing requirements and will be cleaned and disinfected in between each visit.

### Visitor Criteria

- Visitors must be 12 years of age or older. All visitors must wear a surgical mask.
- In-person visits are limited to two visitors at a time. Additional visitors will not be permitted to attend the visit.

### Scheduling an Appointment

- Please contact the Long-Term Care Home to schedule an appointment. You will have the option to choose between an indoor or outdoor visit.
  - **Maple Health Centre: 1-877-464-9675, ext. 73620**
  - **Newmarket Health Centre: 1-877-464-9675, ext. 73564**

Note: Please do not contact reception or any other extension to book your visit

- In the coming weeks, virtual visits will be limited to once a week
- At this time each Home is able to accommodate visits for 30 minute intervals as follows:
  - Maple Health Centre: Monday to Sunday 9 a.m. to 5 p.m.
  - Newmarket Health Centre: Monday to Friday 11 a.m. to 7 p.m., and Saturday and Sunday 9 a.m. to 5 p.m.
- The scheduled visit time cannot be shared among family members.
- Be on time for your visit. If you do not arrive on time, your visit may be shortened.

Note: Note: Please notify the Home in advance if you require accommodation due to a disability to participate in the Visiting Program.

**Preparing for Your Visit**

- You will be required to take the following steps based on the type of visit:

	<b>Outdoor</b>	<b>Indoor</b>
<b>Testing</b>	<p>As of July 15, 2020, providing confirmation of a negative COVID-19 test is not required for outdoor visits.</p> <p>You will be screened for symptoms and risk factors of COVID-19. It is important to answer all screening questions truthfully.</p>	<p>You are required to have a negative COVID-19 test within two weeks prior to the scheduled visit. You will need to provide verbal confirmation to Home staff that you have tested negative for COVID-19 within the previous two weeks and have not tested positive</p> <p>Note: Visitors accompanied by a support person are also required to pass screening and provide verbal confirmation of a negative COVID-19 test in the last 14 days.</p>
<b>Personal Protective Equipment</b>	<p>Visitors are required to bring their own surgical mask. Please refer to Figure 1.</p>	<p>The Homes will supply each visitor with a surgical mask and gown.</p>

- The Homes will show you how to put on the mask, if needed.
- Staff will confirm the location of drive-through screening by phone when scheduling your appointment.
- Note: The Homes are not required to provide testing for visitors.
- Note: A test for COVID-19 reflects your health situation at the point of testing. Meaning, you will not remain free of the virus if you test negative. As a result, this is a reminder that, despite obtaining a negative test result, you must continue to remain vigilant with infection prevention and control measures prior to your scheduled visit.**
- Do not bring any outside food or beverages (e.g. coffee) for your family member. Only permitted items may be left for the resident at the screening desk for processing. Permitted items include summer wardrobe and essential items (e.g. glasses, mobility and hearing devices).

**Figure 1 – Surgical Mask**



- Minimize personal items you bring for your visit (e.g. jewelry, purse, coat). You may want to leave them in your vehicle. The fewer items you bring, the lower the risk of virus transfer.

**Safety Precautions for Your Visit**

- The visiting areas will be cleaned and disinfected prior to your visit.
- For everyone’s protection, the Homes ask that you adhere to the following safety precautions during you visit:
  - Practice physical distancing. Do not have physical contact with the resident. Stay 2 metres/6 feet away from the resident and others on the site at all times.
  - Perform hand hygiene before and after your visit by using hand sanitizer, rubbing thoroughly over all areas of your hands.
  - Wear your surgical mask appropriately for the entire visit.
  - Avoid touching your face, eyes or ears or adjusting your glasses. Ensure long hair is tied back where possible.
  - Limit movement inside and outside the Home to prevent crossing paths with other visitors or staff. Do not go on walks or move about the grounds. Washrooms **will not** be available to visitors during these visits.
  - Remain behind designated barriers at all times.
  - Follow any additional staff instructions for the safety of residents, staff and you.

Note: Visitors accompanied by a support person are both required to wear a mask (for outdoor and indoor visits) and gown (for indoor visits) and follow safety precautions.

**When you Arrive for Your Visit**

- Arrive 10 minutes before your scheduled visit to complete screening as follows:

	<b>Outdoor</b>	<b>Indoor</b>
<b>Screening Location</b>	Go to the designated drive-through screening area.  Remain in your car and put on your mask.  A staff member will meet you at your car to conduct the screening questions.	Go to the designated drive-through screening area.  Remain in your car and put on a mask or face covering before your screening. Note: a surgical mask will be provided to you by the Home to wear during your visit.  A staff member will meet you at your car to conduct the screening questions.
<b>Screening</b>	You will be asked to answer screening questions carefully	You will need to verbally attest to home staff that you have tested negative for COVID-19

	and allow temperature taking.	within the previous two weeks and have not tested positive, in addition to answering screening questions carefully and allow temperature taking.
<b>After Screening</b>	<p>Once you pass screening, you will be directed to park in visitor parking and make your way to the outdoor visiting area.</p> <p>You will be advised to sanitize your hands and disinfect personal items as needed.</p>	<p>Once you pass screening, you will be directed to park in visitor parking and make your way to the indoor visiting area.</p> <p>Upon entry to the home, you will be advised to sanitize your hands, put on a gown and surgical mask and disinfect personal items as needed.</p> <p>Staff will escort you to the designated visiting area.</p>

If screening failed, your visit will be cancelled. Sanitize your hands using the sanitizer provided and leave the Home. Staff will provide further information as needed.

**During the Visit**

- Wait at the designated visiting area for the visit to begin.
- Comply with the Homes' safety precautions as noted above.
- Be mindful of your assigned visiting times. Staff need time between visits to clean and disinfect visiting areas. Staff will monitor visiting time and provide reminders as needed.
- The staff member will observe the visiting areas to support and ensure visitors are following infection prevention and control guidelines and safe distancing.
- Before you leave, clean your hands again using hand sanitizer. You may dispose your surgical mask and gown (where applicable) in the receptacle provided.
- A staff member will prompt you when the end of your visiting time is approaching.
- Leave promptly at the end of the visit.

**Rescheduling or Cancelling Visits**

- The Homes will make every effort to keep scheduled visits. However, there may be circumstances that are out of the Homes' control. Staff will contact you regarding schedule changes as soon as reasonably possible.
- Situations where a visit may be cancelled or rescheduled include, but are not limited to the following:
  - **COVID-19 Outbreak:** In collaboration with York Region Public Health, the

Homes will determine the need to suspend visits in the case of a confirmed/potential COVID-19 outbreak in the facility or a Home area, or if a resident is moved to isolation.

- **Home Area in Outbreak:** Visits will be cancelled for any Home area that is in outbreak due to a resident illness.
- **Poor Weather Conditions:** Outdoor visits will take place during suitable weather conditions. Depending on weather conditions, visits may be rescheduled.
- **Resident Condition:** Resident cannot tolerate visit due to clinical condition.
- **Failed Screening:** Visitors who fail screening will not be admitted to visit.
- In the event that you need to cancel your scheduled visit, please provide at least 72 hours advance notice where possible.
- The Homes will make every effort to reschedule visits in a timely manner; however, rescheduling may not happen immediately.

#### **Non-Compliance**

- Visitors are asked to respect the Homes' visiting guidelines. Any non-adherence to the requirements in place for the visits may be grounds for discontinuing further visits until guidelines can be followed.

Note: these guidelines are subject to change based on the ongoing COVID-19 situation and may be re-assessed and adjusted as circumstances change.

For questions or concerns about your visit, please contact the Homes at the extensions noted above.