



COVID-19 VISITORS PROGRAM

Updated and Effective: June 17, 2021

V!VA Retirement Communities will offer a **Visitors Program** based on the directives provided by Ontario's Chief Medical Officer (through Directive # 3) and recommendations from the Ministry for Seniors and Accessibility. To make finding the changes easier, you will find them **highlighted in yellow**.

There is an ongoing need to protect our Community Members and Team Members from the risks of COVID-19. Guidance for retirement community visits in the Province continues to be in place to protect the health and safety of Community Members, Team Members, and visitors, while supporting Community Members in receiving the care they need and maintaining their emotional well-being. As the pandemic situation continues to change and take into account different COVID-19 variants of concern and immunization rates, our Visitors Program will be reassessed and revised to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within our Community, and with new directives.

What is the Criteria for ALL Visitors?

- Visitors must participate in and pass the Active Screening. Visitors who do not pass the screening will not be permitted access to any of the visiting areas and will be advised to proceed to a testing centre.
- Visitors must participate in regular COVID-19 testing based on their visitor classification (see visitor classifications below).
- If visiting outdoors, visitors must wear a face mask or face covering at all times. If the visit is indoors, a medical mask is required.

- All essential visitors must wear eye protection (e.g. face shield, goggles) when providing direct care to a Community Member. When it is not possible to remain 2 meters (6 feet) apart, all visitors (including general visitors), must wear eye protection.
- Visitors are responsible for providing their own eye protection and masks. These items are available for purchase in advance from the Community providing there is enough supply sufficient for the needs of the Community.
- All visitors must follow public health measures (e.g., Active screening, physical distancing, hand hygiene, wear a mask and eye protection) for the duration of their visit. Visitors must follow the Community's infection prevention and control practices and code of conduct.
- Visitors should be requesting the Community Member to also wear a mask and eye protection for the duration of the in-suite visit (as tolerated) if physical distancing cannot be maintained.
- Visitors who have been vaccinated are required to continue following all public health measures and the Community's infection prevention and control practices including wearing a face mask. While the vaccine will lessen symptoms, vaccinated individuals can still transmit the virus.

What are the Criteria for the Community to offer a Visitor Program?

- The Community cannot be in outbreak.
- Public Health will guide on changes to the Program if the Community has a case and/or outbreak of COVID-19 or when deemed necessary under the provincial framework.
- We must have enough Team Members and PPE available for them to access at all times.
- We must have enough testing supplies.
- The ability to offer indoor and/or outdoor visiting areas with appropriate safety and physical distancing protocols in each.
- Protocols for record keeping of visitors for contact tracing purposes.

- We must provide a Safety Review that includes information and training on:
 - V!VA's Visitor Program (from the Visitor Policy)
 - V!VA's Visitor Code of Conduct
 - Infection Prevention and Control protocols for visiting (see Appendix A)
 - Proper use of PPE
 - The requirement for Community Members and visitors to comply with the policies and protocols established and that visiting may be cancelled at any time if those policies and protocols are not adhered to.
 - The RHRA's *Retirement Home Policy to Implement Directive #3*
 - Watch/re-watch the following Public Health Ontario videos:
 - a. [Putting on Full Personal Protective Equipment](#)
 - b. [Taking off Full Personal Protective Equipment](#)
 - c. [How to Hand Wash](#)
- The Safety Review must be completed by all Essential Visitors, General Visitors, and Personal Care Providers prior to visiting any Community Member for the first time after this policy is released, and at least once every month thereafter. Communities should ask visitors to verbally attest to the Community that they have completed the Safety Review.

All concerns or complaints about V!VA's Visitor Program and/or its implementation should be directed to the Community Director for consideration and response. Where a visitor feels the need to escalate any concern, please contact Michelle Chisholm, Director of Operations (michelle@vivalife.ca). In addition, RHRA (Retirement Home Regulatory Authority) can be contacted at info@rhra.ca or 1-855-275-7472).

Three Step Roadmap to Reopen: The Retirement Homes Regulatory Authority (RHRA), with the support of the Ministry of Seniors and Accessibility will provide guidance to retirement communities of the provincial three step roadmap to reopen, to determine the status of the retirement community visitor programs and protocols.

The Roadmap to Reopen is based on the following:

- 1) Step One of the roadmap may begin after 60 per cent of Ontario's adults receive at least one dose of a COVID-19 vaccine and if public health indicators, such as hospitalizations, ICU occupancy and new admissions and case rates indicate the province can safely move to this step of the roadmap.
- 2) Step Two of the roadmap takes effect when 70 per cent of adults vaccinated with one dose and 20 per cent vaccinated with two doses.
- 3) Step Three of the roadmap takes effect when 70 to 80 per cent of adults vaccinated with one dose and 25 per cent vaccinated with two doses.

Visitor Classifications and Definitions

There are three classifications as explained below:

1. Essential Visitors: There are two types of Essential Visitors:

- A) Support Workers and
- B) Essential Caregivers

Essential Visitors are persons performing essential support services (food delivery, inspectors, maintenance, or health care services [phlebotomy], or a person visiting a very ill or palliative Community Member. Essential Visitors are the only type of visitor permitted to provide services/visits in a Community Member's suite. They are also the only type of visitors permitted to visit when a Community Member is in isolation or symptomatic, or when the Community is in an outbreak. NOTE: The Essential Visitor status may be changed if the local public health deems it necessary or appropriate to override these guidelines. V!VA must provide training and training materials to Essential Visitors about V!VA's protocols and expectations, infection control and prevention, PPE use, etc. Support Workers who can verify they have received IPAC and PPE training through their service agreements or employer do not have to go through this training again with V!VA.

Prior to visiting any Community Member in a Community declared in **Outbreak** for the first time after this policy is released, the Community must provide training to Caregivers and Support Workers who are not trained as part of their service provision through their employment that addresses how to safely provide direct care, putting on and taking off required PPE, and hand hygiene.

A) Support Worker: a type of essential visitor who is brought into the Community when there is a gap in services to perform essential services for the Community or for a Community Members' home (physicians, Community Care Support Service Providers formerly contract workers from the LHIN, private PSWs, maintenance workers, private housekeepers, food delivery, etc.). There are no limits on the number of Support Workers a Community Member can have, although every effort should be made to consolidate and limit the number of workers visiting a Community Member.

B) Caregiver: a type of essential visitor who is designated by the Community Member and/or their substitute decision-maker and visits to provide direct care to the Community Member (supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance with decision-making). Caregivers can be family members who provide direct care, a privately hired caregiver, paid companions, and translators.

In order to limit infection or infection spread, changing caregiver designation should be limited to include a change:

- In the Community Member's care needs that is reflected in the Care Plan.
- In the availability of a Caregiver temporarily (e.g., illness) or permanently.

Criteria for Essential Visitor Caregivers:

- Submission of a *Caregiver Designation Form* by the Community Member or Substitute Decision Maker
- Where VIVA has a testing policy, compliance with the policy is required.
- Complete the Safety Review.
- A maximum of 2 Caregivers can be designated per Community Member and can visit at any one time.
- Provide some indication of their anticipated schedule or frequency of visits.
- Caregivers must provide their own PPE following the appropriate PPE protocols when the Community Member is well and when the Community Member is in isolation, symptomatic and/or infected. They are encouraged to work with the Community to source the appropriate PPE to comply with these requirements. If an essential Caregiver is unable to obtain the required PPE, they are available for purchase and can be obtained from the Community in advance of their arrival where supplies are readily available.
- PPE Requirements:
 - Medical mask at all times in the Community and in the Community Member's suite where the Community Member does not have COVID; and
 - When in contact with a Community Member who is suspected or confirmed with COVID-19, must wear full PPE (medical mask, eye protection, gloves, gown).
 - Must wear appropriate eye protection within 2 metres of a Community Member as part of the provision of direct care and/or their interaction with the Community Member in an indoor area.
 - Community Members should also wear face masks and appropriate eye protection during the visit, if tolerated.
 - When providing direct care or in contact with a Community Member who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5.

- Caregivers can only visit with their designated Community Member and avoid contact with other Community Members when in the Community.
- Caregivers who are fully immunized can dine with their Community Member if:
 - There is space and availability in the dining room, and;
 - The Community Member they are visiting is fully immunized, and;
 - The Community achieved the community immunization threshold.
- Although it is not a requirement at this time, essential caregivers who have been fully immunized are welcome to share the information with V!VA for tracking purposes. A fully immunized caregiver who wishes to dine in the dining room will need to provide a written attestation of their immunization to the Community.
- A fully immunized person is defined as a person who received all doses of the COVID-19 vaccine 14-days from their final dose.

2. General Visitors: a person who is not an essential visitor and visits to provide:

- Non-essential services (may or may not be hired by the Community or Community Member/SDM);
- For social reasons (family and friends);
- A prospective Community Member for a tour

Criteria for General Visitors:

The RHRA and the MSAA provides guidelines for the general visitors program and within those guidelines, V!VA Retirement Communities will create a visitor program that is aligned with the Community’s available resources. The following are the guidelines for V!VA’s general visitor program:

- General Visitors are limited to the maximum number of people set by the Provincial guidelines and each V!VA Community will create visitor areas based on their available space and resources.

- Communities are permitted to continue with the programs they have created provided:
 - the Community Member is NOT self-isolating or symptomatic, and;
 - the Community is not in outbreak.
- Scheduled visits are required using the signupgenius.com app.
- V!VA encourages Community Members who are able to leave the Community for social visits to do so (following the absences guidelines), allowing maximum availability of the visiting spaces for those Community Members who are less able to leave the Community.
- Complete the Safety Review (as noted above)
- Visiting will continue both indoors and outdoors based on the Provincial guidelines in designated areas; as the weather changes, Communities are required to assess the demand of their general visitor program and where possible create more indoor spaces.
- Visitors must remain in their indoor or outdoor Designated Visitor Area they have been assigned. General Visitors are not permitted to visit other areas of the Community or other Community Members during their visit.
- Visitors and Community Members must maintain physical distancing for the duration of the visit. Please do not move the furniture as it is placed to meet the physical distancing requirements.
- Must wear a face covering when visiting outdoors; must wear a medical mask when visiting indoors. Must wear eye protection when visiting in suite when it is not possible to remain 2 meters apart (6 feet) apart. Visitors must provide their own masks/face coverings and eye protection.
- Community Members in isolation are not permitted general or non-essential visitors.

3. Personal Care Service Providers: a person who is not an essential visitor and visits to provide personal services to Community Members (hair dressing, manicure, massage, etc.)

Criteria for Personal Care Service Providers:

- Personal care service providers may visit a Community Member provided:
 - the Community Member is NOT self-isolating or symptomatic and;
 - the Community is not in outbreak.
- Follow required public health and IPAC measures for Personal Care Service Providers and those of the Community, including wearing a medical mask and eye protection for the duration of the visit to the community, practicing hand hygiene and conducting environmental cleaning after each appointment.
- Complete the Safety Review
- Must require the Community Member to wear a medical mask during the service.
- Not perform a service which requires the removal of face coverings.
- Must document all Community Members served and maintain this list for at least 30 days to support contact tracing.
- Are not permitted to visit other areas of the Community or with other Community Members during their visit.

What Do We Do Upon Arrival?

- All visitors, Community Members and Team Members must pass active screening prior to being permitted access to the Community or an outside visiting area.
- All visitors must sign into Community for future reference and contact mapping if necessary.
- Confirm the Safety Review has been completed.

What Can We Do During Our Visit? And What Can't We Do?

- **Wear your mask and eye protection (where required) and do not take it off; wash your hands often and sanitize your hands at every opportunity.**
- We will provide you as much privacy as we can for your visit but ask that you remain seated in seats provided to facilitate social distancing.
- Visitors and Community Members must maintain physical distancing (2 meters separation) for the duration of the visit. This is with the exception of brief physical contact when hugging.
- Visitors can bring gifts/packages to be handed over during the visit.
- The Designated Visitor Areas are not to share meals, food or beverages; please refrain from bringing anything to consume during your visit.
- All visitors must screen out at the end of their visit.

How Can I Best Prepare For My Visit?

- Call your Community Member to remind them of your pending arrival so they can be ready when you arrive.
- Arrive up to 10 minutes early; we are anticipating many visitors throughout the day and everyone must pass Active Screening. Please be patient while we process all visitors and expect line-ups.
- Wear your face mask, where required, as soon as you arrive on the property.
- Ensure you have and wear eye protection if providing direct care and cannot maintain physical distancing inside the Community.
- Complete your Safety Review.
- Check the comments on the online portal to confirm if you are required to bring a chair with you for your visit; the Community will provide seating for Community Members.

What Else Do I Need To Know?

- Visiting areas will be cleaned and disinfected between visits by V!VA Team Members. We will be doing our very best to keep everyone on schedule; we'd ask that you adhere to your scheduled start and finish time to help us ensure everyone has a great visit.
- If weather is unfavourable for outdoor visits, the Community cannot guarantee access to an indoor visiting area. Please plan accordingly.
- Visitors must comply with the Community's IPAC protocols, and all requirements and V!VA's Visitor Code of Conduct.
- Any non-adherence to these protocols could be the basis for discontinuation of visits regardless of your status (Essential Visitor, General Visitor or Personal Care Support Service)
- V!VA reserves the right to suspend the Visitors Program at any time and will provide as much notice as possible. Ensure we have your contact information when you make your reservation. (The online portal will require their email and phone number which will be printed and available to lifestyles should a visit need to be cancelled)
- V!VA's General Visitors Program will be offered as long as the Community is not in outbreak. If the Community goes into outbreak at any time, all general visits will be cancelled (which could be at very short notice) until public health determines it is safe to resume the Program.
- Gifts and drop-offs are still permitted at the drop off area/concierge desk. Community Members will pick-up/receive their own deliveries (as long as the Community is not in outbreak). Otherwise, parcels will be delivered to Community Members as convenient.

APPENDIX A

VISITORS INFECTION PREVENTION AND CONTROL (IPAC) PROTOCOLS

This document provides the Infection Prevention and Control (IPAC) information that is required to be followed by all family visitors at all times.

Hand Hygiene with Alcohol Based Hand Sanitizer (ABHS)

- Apply 1 to 2 pumps of product to dry hands
- Rub hands together, palm to palm
- Rub in between and around fingers
- Rub back of each hand
- Rub fingertips of each hand
- Rub each thumb clasped in opposite hand
- Rub each wrist area
- Rub hands until product is dry. Do not use paper towels

*Duration of the entire procedure should be no less than 20 – 30 seconds

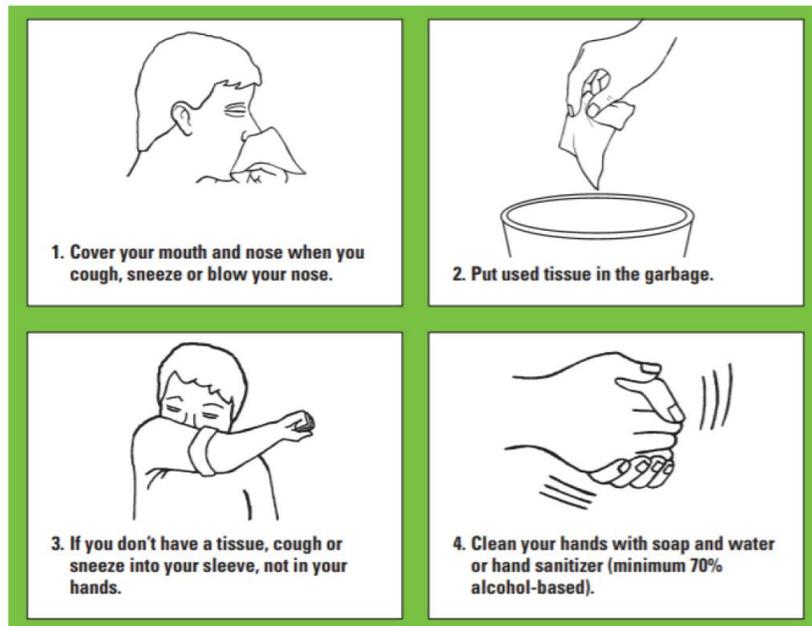
**Use elbow to activate door opening whenever possible

How to use hand sanitizer



Respiratory Hygiene:

- Respiratory Hygiene refers to the practice of covering your cough and sneeze with your arm or elbow and washing hands afterwards.



Physical Distancing:

Physical distancing means making changes in your everyday routines in order to minimize close contact with others, including:

- Avoiding crowded places and limit non-essential gatherings
- Limiting greetings to brief physical contact when hugging. Continue to avoid handshakes, kisses, and other physical greetings until further recommendations by public health are issued
- Limiting contact with people at higher risk (e.g. older adults and those in poor health)
- Keeping a distance of at least 2 meters or 6 feet from others, as much as possible

Limiting movement around our Community:

- Please maintain physical distancing with Team Members and other Community Members you are not visiting.
- Visitors must remain in their indoor or outdoor Designated Visitor Area they have been assigned. General Visitors are not permitted to visit other areas of the Community or other Community Members during their visit.

Face Coverings: Cloth/Fabric or Surgical Masks:

- If visiting on our property and remaining outdoors, a cloth mask is required at minimum. If visiting indoors for any length of time, you are required to wear a surgical mask, and eye protection when providing direct care or it is not possible to remain 2 meters (6 feet apart).

How to properly wear a surgical/procedural mask:

- It should cover your mouth, nose and chin with the colored side of the mask facing outwards
- Pinch the metal edge of the mask so that it presses gently on your nose bridge
- Remove a used mask holding only the ear loops
- Change your mask regularly or if soiled or wet
- Wash or sanitize hands thoroughly after disposing the soiled mask properly into a disposal bin

Failure to abide by the required IPAC measures in place, may result in cancellation of visits for those individuals or for the entire Community.

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



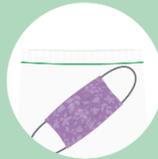
Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



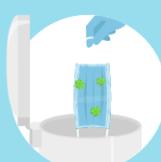
Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

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