



**Long-Term Care Division**  
789 Broadway Street, Box 3000  
Wyoming, ON N0N 1T0

Telephone: 519-845-0801  
Toll-free: 1-866-324-6912  
Fax: 519-845-3872  
[www.lambtoncares.ca](http://www.lambtoncares.ca)

## **COVID-19 VISITING GUIDELINES - INFORMATION SHEET**

The visiting types include:

- Virtual
- Window
- Outdoor
- Indoor
- Caregiving

This information sheet will include information on outdoor, indoor and caregiving visits only. For more information about virtual or window visits, please contact the home directly.

### **1. Outdoor Visits:**

- Only permitted in Green-Prevent and Yellow-Protect levels.
- No more than two visitors are permitted at a time in our designated outdoor visit location.
- Please book your visit via [visit.lambtoncares.ca](http://visit.lambtoncares.ca) or by contacting the home directly if you are unable to book online.
- Review the information package within the month prior to your visit. The information can be found in the blue boxes here: [www.lambtoncares.ca](http://www.lambtoncares.ca). Alternately, staff can assist you with accessing this information; however it must be reviewed prior to the visit.
- Please bring your own face covering. If you forget to do so, we have some available. It must be worn at all times while on the Home's property, including during the screening process and throughout the duration of your visit.
- You must pass active screening for symptoms and exposure for COVID-19, including a temperature check, every time you visit. Temperature must be below 37.8 °C.
- Once you pass active screening, you will be asked to complete the Attestation Form prior to the visit commencing.
- Hand sanitizer will be supplied and will be used before, during (as needed) and after the visit.
- Strict adherence to physical distancing of a minimum of 2 metres / 6 feet is required at all times. Visitor areas are clearly marked and the visit must take place in the prearranged location set up by the Home.
- The visiting location will be cleaned by staff between each visit.

- All items for residents must come through the screening staff for disinfecting.
- Any non-adherence to these directions will be the basis for discontinuation of visits.
- These visits will not occur if the home is in outbreak or if the resident is in isolation.

## **2. Indoor Visits:**

- Only permitted in Green-Prevent and Yellow-Protect levels.
- No more than two visitors are permitted at a time in our designated indoor visit location.
- Please book your visit via [visit.lambtoncares.ca](https://visit.lambtoncares.ca) or by contacting the home directly if you are unable to book online.
- Review the information package within the month prior to your visit. The information can be found in the blue boxes here: [www.lambtoncares.ca](https://www.lambtoncares.ca). Alternately, staff can assist you with accessing this information; however it must be reviewed prior to the visit.
- You must pass active screening for symptoms and exposure for COVID-19, including a temperature check, every time you visit. Temperature must be below 37.8 °C.
- Provide proof to staff of testing NEGATIVE for COVID-19 within the previous 14 days and not subsequently testing positive. Proof of a negative Covid-19 test can be provided by showing the screener the result on a personal device (e.g. cell phone or ipad) or by showing a paper print out. Any concerns or questions about what is valid proof or how to provide, please contact the home in advance.
- Anyone who previously had laboratory-confirmed COVID-19 and was cleared by the local Public Health Unit must provide proof of clearance from Lambton Public Health.
- Once you pass active screening, including showing proof of your negative COVID-19 swab or clearance from Lambton Public Health, you will be asked to complete the Attestation Form prior to the visit commencing.
- Visitors are required to wear a surgical mask provided by the Home throughout the visit.
- Food and drinks can be brought in for residents, however visitors can't consume themselves, due to the requirement to wear a mask at all times.
- Hand sanitizer will be supplied and will be used before, during (as needed) and after the visit.
- Adherence to physical distancing of a minimum of 2 metres / 6 feet is recommended at all times, however physical contact with the individual you are visiting that does not involve directly facing one-another can be considered if it will help with the social and emotional well-being of the resident

- The visiting location will be cleaned by staff between each visit.
- No pets of any kind will be permitted at the visit
- All items for residents must come through the screening staff for disinfecting.
- Any non-adherence to these directions will be the basis for discontinuation of visits.
- These visits will not occur if the home is in outbreak or if the resident is in isolation.

### **Visiting Schedule**

- One 30 minute visit per resident per week can be booked in advance.
- Visiting hours will be scheduled weekly, Monday - Friday with breaks for resident meals. If you require a weekend visit, please contact the Home directly.
- Visits are scheduled to allow for time in between visits for staff to clean and disinfect the area.

### **3. Caregivers:**

- A maximum of 2 caregivers may be designated per resident. The designation should be made in writing to the Home. The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their Substitute Decision Maker and not the Home. Please contact us if you are interested in being designated as a caregiver.
- A resident and/or their Substitute Decision Maker may change a designation in response to a change in the:
  - Resident's care needs that are reflected in the plan of care.
  - Availability of a designated caregiver, either temporary (e.g., illness) or permanent.
- Changes in the designation of an essential caregiver must be submitted to the business office during business hours in writing. All requests must be viewed by the Administrator or designate approved by the Administrator or Director of Nursing and Personal Care.
- Both caregivers can visit at the same time when in Green-Prevent and Yellow-Protect levels. Only one caregiver can visit at a time when in the Orange-Restrict, Red-Control or Grey-Lockdown levels.
- Review the information package within the month prior to your visit. The information can be found in the blue boxes here: [www.lambtoncares.ca](http://www.lambtoncares.ca). Alternately, staff can assist you with accessing this information; however it must be reviewed prior to the visit.
- You must pass active screening for symptoms and exposure for COVID-19, including a temperature check, every time you visit. Temperature must be below 37.8 °C.

- Provide proof to staff of testing NEGATIVE for COVID-19 within the previous 14 days and not subsequently testing positive (when in the Green-Prevent and Yellow-Protect levels) and within the previous 7 days when in the Orange-Restrict, Red-Control and Grey-Lockdown levels. Proof of a negative Covid-19 test can be provided by showing the screener the result on a personal device (e.g. cell phone or ipad) or by showing a paper print out. Any concerns or questions about what is valid proof or how to provide, please contact the home in advance.
- Anyone who previously had laboratory-confirmed COVID-19 and was cleared by the local Public Health Unit must provide proof of clearance from Lambton Public Health.
- Once you pass active screening, including showing proof of your negative COVID-19 swab or clearance from Lambton Public Health, you will be asked to complete the Attestation Form prior to the visit commencing.
  - Caregivers are required to wear a surgical mask provided by the Home throughout the visit.
  - Food and drinks can be brought in for residents, however visitors can't consume themselves, due to the requirement to wear a mask at all times.
  - Hand sanitizer will be supplied and will be used before, during (as needed) and after the visit.
  - Adherence to physical distancing of 2 metres / 6 feet is recommended at all times, however physical contact that does not involve directly facing one another can be considered if it will help with the social and emotional wellbeing of the resident.
  - Caregivers will visit with residents in the resident's room only.
  - Caregivers will walk directly to and from the resident's room and maintain physical distancing of 2 metres / 6 feet from all other persons.
  - No pets of any kind will be permitted at the visit
  - All items for residents must come through the screening staff for disinfecting.
  - Any non-adherence to these directions will be the basis for discontinuation of visits.
  - These visits can continue to occur when the home is in outbreak. In this situation, caregivers must wear full personal protective equipment (gown, mask, eye protection and gloves) and only visit one at a time.

#### Residents in Isolation

- If the resident is self-isolating or symptomatic, a maximum of 1 caregiver per resident may visit at a time. The caregiver must wear full personal protective equipment (gown, mask, eye protection and gloves).

- A caregiver may not visit any other resident or home for 14 days after visiting another
  - Resident who is self-isolating or symptomatic; and/or
  - Home in an outbreak.

## Visiting Schedule

- Caregivers are not required to schedule visits.
- Visiting hours will be provided for each Home.

## Frequently Asked Questions

1. *Can I hug or hold hands with the person I am visiting?*  
Visitors and residents are encouraged to practice physical distancing for the duration of their visit.  
However, indoor visitors may engage in lower risk physical contact that does not involve directly facing the resident if it will help with the social and emotional well-being of the resident.
2. *If the person I am visiting gets sick on the day of the scheduled visit, do I have to wait another week or will my visit be rescheduled sooner?*  
We will reschedule the visit to as soon as possible when it is safe for that to happen.
3. *I am not available Monday-Friday for a visit. Can I schedule a visit on the weekend?*  
This will be determined on a case-by-case basis. Please contact us directly re: weekend visits.
4. *What are the rules around children visiting?*  
Any visitor entering the home, regardless of age, requires proof of a negative COVID-19 swab from the last 14 days when in the Green-Prevent and Yellow-Protect levels or from the last 7 days when in the Orange-Restrict, Red-Control and Grey-Lockdown levels. Please contact the home directly before bringing a child in for a visit, so we can confirm we have the necessary PPE available.  
Any visitor under the age of 14 must be accompanied by an adult.  
Any visitor entering the home, regardless of age, will count as one of the two permitted visitors.  
Caregivers must be at least 18 years of age.
5. *Are there any other visit types?*  
Yes, the homes offer virtual visits and window visits as well. Please call us if you're interested in these visits.

6. *If I need to cancel my scheduled visit, who do I contact?*

Please contact the Home to cancel your visit or if you have any questions about the visiting rules or processes.

The Villa: 519-882-1470 x 5098.

The Lodge: 519-786-2151 x 5520.

The Manor: 226-377-2535