



Long-Term Care Division
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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. General Visitor 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 or by contacting the Home directly if you are unable to book online.
- Ensure you have completed the monthly Infection, Prevention & Control (IPAC) Education online through Surge Learning. This must be completed before your first visit of each month.
- 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 using the Accushield kiosk located at the entry of the Home, for symptoms and exposure for COVID-19, which includes a temperature check every time you visit. Temperature must be below 37.8°C.
- A Rapid Antigen test will be completed by the Home before access to the visiting area is granted. You must receive a negative result to proceed to the designated visiting area. A wait time of approximately 15 minutes is required for results.
- Rapid Antigen tests are valid for 2 consecutive days.
- Anyone who previously had laboratory-confirmed COVID-19 and was cleared by an Ontario Public Health Unit must provide proof or clearance.
- You may be required to sign an 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. General Visitor 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 or by contacting the Home directly if you are unable to book online.
- Ensure you have completed the monthly Infection, Prevention & Control (IPAC) Education online through Surge Learning. This must be completed before your first visit of each month.
- You must pass active screening using the Accushield kiosk located at the entry of the Home, for symptoms and exposure for COVID-19, which includes a temperature check every time you visit. Temperature must be below 37.8°C.
- A Rapid Antigen test will be completed by the Home before access to the Home is granted. You must receive a negative result to enter the Home and proceed to the designated visiting area. A wait time of approximately 15 minutes is required for results.
- Rapid Antigen tests are valid for 2 consecutive days.
- Anyone who previously had laboratory-confirmed COVID-19 and was cleared by an Ontario Public Health Unit must provide proof of clearance.
- You may be required to complete an 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. Caregiver Visits:

- 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.
- Ensure you have completed the monthly Infection, Prevention & Control (IPAC) Education online through Surge Learning. This must be completed before your first visit of each month. You must pass active screening using the Accushield kiosk located at the entry of the Home, for symptoms and exposure for COVID-19, which includes a temperature check every time you visit. Temperature must be below 37.8°C.
- Essential Caregivers who visit more than 2 consecutive days weekly, are required to receive one PCR test (pharmacy or assessment centre) and one

Rapid Antigen test (at the Home) on separate days, in a 7 day period. You will be informed on your arrival if you require a Rapid Antigen test.

- Essential Caregivers who visit once weekly or on two consecutive days, are required to have a Rapid Antigen test on the first day, **OR** one PCR test in the last 7 days.
- Caregivers are permitted to proceed to the resident's room with the appropriate personal protective equipment while results are processed. Test results take approximately 15 minutes.
- Essential Caregivers who received a PCR test, must provide proof to the screener on arrival to the home they have tested negative for Covid-19 within the previous 7 days and subsequently not tested positive.
- Proof of a negative Covid-19 test can be provided by showing the screener the result on your personal device (e.g. cell phone or ipad) or by showing them a print out. If you have questions or concerns about what is valid proof or how to provide, please contact the Home in advance of your visit.
- Anyone who previously had laboratory-confirmed COVID-19 and was cleared by an Ontario Public Health Unit must provide proof of clearance.
- You may be asked to complete an 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 or approved outdoor space on the Home's property and not in other areas of the Home.
- 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.