

Visitors/Family Members/Caregivers

Long-term Care and Retirement Homes

AS OF: May 15, 2020

Visitor Limitation:

- Only essential visitors are permitted to enter long-term care facilities and retirement residences. Essential visitors are those who have a resident who is very ill, requiring end-of-life care, or those providing essential support care service (e.g. food delivery).

Screening

- All essential visitors must be screened on entry for illness, including temperature checks. Those who fail screening should not be permitted to enter. **Please note:** Other housing facilities may want to follow similar guidelines.
- Essential visitors should be limited to one person at a time for a resident.
- Essential visitors must only visit the one resident they are intending to visit and no other residents.
- In an outbreak:
 - ✓ Essential visitors must wear a mask while visiting a resident that does not have COVID-19.
 - ✓ Essential visitors must wear appropriate droplet precaution PPE while in contact with a resident who has COVID-19. Staff from the home should help with this.

Taking Precautions

- **Wash your hands often** with soap and water for at least 20 seconds or use alcohol-based hand sanitizer when hands are not visibly dirty.
- Wash your hands after handling nose and throat secretions (e.g. after throwing out used facial tissues).
- Avoid touching your face and clean hands before touching eyes, nose or mouth.
- **If you are sick with a respiratory infection (i.e. COVID-19)**, a surgical mask should be worn when travelling to and from health care services or in the home if there are caregivers present.
- A mask is NOT a substitution for self-isolation and physical distancing

- When in public settings (e.g., grocery shopping), wearing a non-medical mask can protect those around you. Non-medical masks have not been proven to protect the wearer, but can be an additional precaution taken to protect others.
 - ✓ Masks should not be shared.
 - ✓ Avoid touching and readjusting the mask as they can become contaminated.
- A mask is **NOT** a substitution for hand washing, self-isolation and physical distancing.

Drop-off/Pick-up of Supplies

- Food and product deliveries should be dropped off in an identified area and active screening of the delivery personnel should be done before they enter the home.
- Helping with the cleaning of linens, bedding, and clothing is okay.
 - ✓ No special soap is needed. Washing machines can be used.
 - ✓ If the individual is sick, there is no need to separate the laundry, but gloves should be worn when handling. Clean your hands with soap and water immediately after removing gloves.

Physical Distancing

- We must create physical distances between ourselves so that we can limit the spread of the virus. This means staying at least two (2) meters or six (6) feet away from other people, including family members and friends.

Considering Taking Your Family Member Out of the Facility During COVID-19

- If the facility is in outbreak, there are specific guidelines that have to be followed.
 - New admissions are not allowed until the outbreak is over.
 - No re-admission of residents until the outbreak is over. If residents are taken by family out of the home, they may not be readmitted until the outbreak is over.
- If the facility is **NOT** in outbreak, the facility must screen all new admissions and re-admissions for COVID-19 symptoms, and all new residents should be placed into self-isolation for 14 days once they arrive at the home.
- If leaving the facility is something that you or your family member are considering, contact the administrators/operators of the home for information on how to proceed and to weigh your options.

Remember: While you may not feel sick, and while we know these measures are an inconvenience, please be mindful of the members of our community who are more vulnerable to COVID-19 than others. We are all in this together.