



COVID-19 Visitor Policy and Plan

Peterborough and Pickering
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PURPOSE

As an operator of residences for medically complex children and adults with complex healthcare needs, **Stewart Homes** provides an essential service that will continue to operate in the event of the outbreak of a communicable disease in the communities in which our residences are located. Further, Stewart Homes will continue to operate in the event of an outbreak of a communicable disease at one of its residences. This policy aims to outline guidelines and ensure safety for both essential and non-essential visits to our programs during such periods of increased risk, such as during the COVID-19 pandemic.

DEFINITIONS

- An “**essential visitor**” is generally a person (including a contractor) who performs essential services to support the ongoing operation of our program or is a person considered necessary by Stewart Homes to maintain the health, wellness and safety, or any applicable legal rights, of a resident.
- Who is considered an essential visitor and the way in which the visit is exercised (e.g. in-person, virtual) may change depending on whether there is an active outbreak, the situation at the particular residence, the individual needing service, as well as advice provided by our local Public Health unit. An essential visitor may include a parent or guardian or an advocate for an individual.

Stewart Homes will take careful consideration as to when and whether an in-person visitor is truly vital to maintain the health, wellness and safety of a resident. We will take into account whether the support or care provided by the visitor can be reasonably, safely, and fully assumed by our staff, or can be assumed by our staff with training. We will also take into account whether the support or care or service provided can be done an alternate way, including virtually. Given the significant vulnerability of our residents and the risk of COVID-19, few visitors will be considered to be essential during times of increased risk.

- A “**non-essential visitor**” may include important visitors such as family members, friends and loved ones or other personal visitors such as agency social workers who provide personal and emotional support and friendship. Often these visitors play a role in providing caregiving, however they are not normally essential to the operation of our service and with limited exception, they will not be considered to be essential visitors while COVID-19 remains a risk in our communities. These visitors are important in the quality of life for our residents. Alternative visits, including virtual, indoor or outdoor, physically distanced visits may be facilitated and prioritized for non-essential visitors and may change depending on the risk level in the community and on advice from local public health units.
- A “**designated visitor**” is a person designated by the resident or the resident with the assistance of their guardian or substitute decision maker who are allowed unrestricted visits. Designated Visitors will follow all of the same guidelines as Non-Essential Visitors however their visits do not have to be scheduled in advance.
- A “**communicable disease**” is an infectious disease which can be transmitted person to person by direct contact with an infected individual or the individual's discharges or by indirect means. Examples of communicable diseases include, but are not limited to, Influenza, COVID-19, measles, mumps and SARS.
- An “**outbreak**” means multiple cases (two or more) of or the occurrence or risk of person to person transmission of the disease. In the case of COVID-19, a single case among residents or active staff will be considered to be an outbreak, based on guidance from Public Health.

- A “**suspected or precautionary outbreak**” means multiple (two or more) occurrences of similar symptoms at one residence among staff and residents. In the case of COVID-19, a single suspected case may be considered to be a suspected outbreak, again based on guidance from Public Health.
- “**Isolation**” for the purpose of this policy, a resident in isolation will be an individual in Stewart Homes care who has been directed by Public Health, or a medical practitioner or applicable Ministry guidelines to self-isolate for 14 days or who has been placed in isolation as a precaution for monitoring of symptoms and pending further assessment.
- An “**Essential Overnight Visit**” An essential overnight absence (e.g. to a family home) is one considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident. A resident returning from an essential overnight absence must upon return, while in the congregate living setting, follow enhanced precautions for 14-days post essential overnight visit. These visits might include close contact with members of the household being visited.
- A “**Short Stay Absence**” is an outing or short stay absence from the residence for any Stewart Homes resident (e.g., outing with friends or family, school attendance as applicable, appointments, recreational outings and walks etc.). These absences should avoid unnecessary close contact, especially without PPE.

APPLICATION

This COVID-19 Visitor Plan and Policy (the “**Policy**”) replaces our usual Visitor's Policy in the event of any epidemic or pandemic where community transmission has or is anticipated to occur in Ontario, Canada and/or globally. It may also be implemented in the event of an outbreak or suspected outbreak of a communicable disease that occurs in a Stewart Homes Residence or in a community in which Stewart Homes operates a residence.

In such events, Stewart Homes will implement the measures and procedures set out in this Policy necessary to protect the health and safety of Stewart Homes residents, staff and visitors in accordance with Stewart Homes’ obligations under the *Occupational Health and Safety Act* and in consultation with local Public Health units.

Stewart Homes may implement this Policy, with or without advance notice as it deems necessary to promote the health and safety of its residents, staff and visitors. Stewart Homes will normally determine if an outbreak of a communicable disease has occurred or is ongoing in consultation with the applicable local Public Health unit. Stewart Homes may also determine that an outbreak or suspected outbreak of communicable disease has occurred or is ongoing, at its discretion.

This policy is not intended to prevent urgent access to our programs for the purposes of necessary inspection, investigation or other access to our sites that may be legally required for the health and safety of our residents and staff.

MEASURES TO BE TAKEN FOR ESSENTIAL VISITORS

In the event of an epidemic, pandemic or the outbreak of a communicable disease, Stewart Homes may implement the following health and safety measures for essential visitors:

1. Visit deemed to be essential

A Stewart Homes Program Manager will be responsible for determining whether the visit is essential. For non-emergency visits pertaining to the health and wellbeing of a resident, Stewart Homes will take into account factors including the recommendation of the resident health care provider, the possibility of a remote or virtual visit, the possibility of staff assisting with assessment or staff training to perform care. For urgent maintenance items, Stewart Homes will take into account whether the repair is necessary for the health and safety of residents and staff and the urgency of the repair. In all cases, consideration will be given to the degree to which risk can be mitigated for the visitor and all of the homes' residents and the current outbreak status of the home.

A safety plan to reduce the risk of possible transmission of COVID-19 or other communicable disease during the visit will be discussed by appropriate members of the management or maintenance team and communicated to the residence supervisor and staff as well as the visitor in advance of the visit. The safety plan may include using an alternate entrance, cleaning and disinfecting of the work area before and after the visit, an outdoor visit, and the arrangement for residents who are not participating in the visit to be well away from the work or visit area.

Prior to attending our residence, all essential visitors will:

- (a) Discuss the safety plan with the coordinating manager or supervisor;
- (b) Be informed of our outbreak status (we are in outbreak, we are not in outbreak, or we are taking outbreak precautions) and provided with the appropriate guidance poster.
- (c) Be informed of the requirement that they stay 2m away from all residents and staff throughout their visit, except as necessary to provide service;
- (d) Be informed that they will be required to wear a mask for the duration of their visit, and provided with instructions for correct mask use, a mask will be provided at the door before screening;
- (e) Be informed of our screening procedures including a list of symptoms they will be screened for; and,
- (f) Be screened at the door including a temperature check, and be screened for all applicable symptoms. Essential visitors must be refused entry if they do not pass screening.

When Emergency Medical Services (EMS) attend our residences for a 9-1-1 call or to otherwise attend to an emergency, they are not required to be screened and must be permitted immediate access to our site.

MEASURES TO BE TAKEN FOR NON-ESSENTIAL AND DESIGNATED VISITORS

In the event of an epidemic, pandemic or the outbreak of a communicable disease, Stewart Homes may implement the following health and safety measures for essential visitors:

1. All non- essential in-person visits may be suspended

In more challenging stages, such as the initial and peak stages of an epidemic, pandemic or the outbreak of a communicable disease, it may be necessary to suspend all non-essential in-person visits as was necessary during the COVID-19 pandemic. In these circumstances remote and virtual visits will be prioritized and facilitated by our staff. Window visits may be permitted during this stage depending on circumstances, however given limited space, these must be scheduled and approved in advance, by a Stewart Homes Program Manager.

2. Isolation and Outbreak – cancellation of in-person visits

All non-essential in-person visits will be cancelled in the event of an outbreak at the site of the visit. Further, if any resident of the residence is in isolation at the time of the scheduled visit, all in-person, non-essential visits will be cancelled. Unfortunately, cancellations for this reason may occur with or without advance notice. Stewart Homes staff will endeavour to replace the in-person visit with a virtual option as soon as possible and to reschedule the missed visit for the earliest possible time after the isolation or outbreak is declared over.

3. Prior to your visit – screening – self monitoring – review of visitor information

If you are not feeling well, please do not visit. We are happy to reschedule with you for when you're feeling better. Please review the complete list of applicable symptoms provided. Check your temperature before heading out on the day of your visit. If you are experiencing any of the applicable symptoms, including atypical symptoms like nausea, upset stomach or diarrhea, please do not attend our programs. If you may have come into contact with a person with a confirmed or suspected case of COVID-19 or other communicable disease, please do not proceed with your visit.

Visitors are asked to carefully review all provided fact sheets and screening materials provided in advance of their visit. The fact sheets provided include: respiratory etiquette, hand hygiene, mask use, screening information and physical distancing guidelines. Visitors must adhere to these guidelines for the duration of their visit.

4. Visitor's Hours

Except where specified otherwise, Stewart Homes visiting hours are:

Monday to Sunday from:

9:30am – 11:30am

1:30pm – 3:30pm

6pm – 7:30 pm

These hours allow our staff to ensure morning and evening routines, medication administration and meal times

5. Arriving for your visit – screening and hand hygiene

Immediately upon arrival for a visit, visitors should present themselves for screening at the main entrance of the residence but must not enter the residence. The visitor will be asked to don a mask and faceshield from our supply and offered hand sanitizer for hand hygiene. Visitors temperature will be taken and they will be asked to sign, date and provide contact information for our visitors log for the purposes of contact

tracing. All screening must be completed prior to the visit starting. Please do not stop to visit with your loved one, even if they are outside, prior to screening.

Visitors will be asked a series of applicable screening questions, including about any typical or atypical symptoms experienced by the visitor or recent contact with any confirmed cases of COVID-19. If Influenza or other communicable disease is present in the community, you may be asked about other symptoms as appropriate.

All visitors must pass screening to be permitted to continue with a visit regardless of whether the visit is indoors or outdoors. There will be no exceptions. Visitors who choose not to participate in screening will not be permitted to continue with the visit.

Visitors are encouraged to bring hand sanitizer for their own use during the visit as needed. Please ensure that hand sanitizer is inaccessible to our residents at all times during your visit, and not left behind. Hand sanitizer will be made available for visitor's use.

Visitors must adhere to the guidelines outlined in this Policy, provided fact sheets and screening materials for the duration of their visit.

6. During your visit – masks and faceshields required

All visitors will be required to wear a mask and faceshield for the duration of their visit. This applies to both indoor and outdoor visits. The mask must cover the visitor's mouth, nose and chin at all times. A medical mask will be provided. Masks must be worn correctly and in accordance with Public Health guidance. A fact sheet on mask use is included in our Visitor's Package. During visits, visitors must not remove the mask for any purpose, including while speaking or to eat or drink. We ask that visitors not bring snacks or beverages to consume during a visit or to leave the property to consume them. While they can be uncomfortable, masks are a key element in keeping our visits safe.

7. During your visit – physical distancing

All visitors will be required to maintain a minimum of two metres of physical distance between themselves and our residents and staff unless a specific arrangement has been made otherwise, for an essential purpose. This means no physical contact with our residents or their equipment at any time. This applies whether the visit is indoors or outdoors. A Stewart Homes employee will be assigned to assist you with each visit and may remain present throughout in order to provide support to the resident if needed and to assist you in adhering to the guidelines. Our staff will do their best to allow you a comfortable and private visit.

Non-essential visits will take place at a designated location at the residence. In order to maintain physical distance and to allow other residents to enjoy our outdoor spaces while visits occur, a specific location has been dedicated and marked for such visits. With very limited exception, this is where visits must take place.

Many of our residents are not able to maintain physical distance on their own. For this reason, we've considered alternative visitor site options to allow for safe visits. In many circumstances this will take place on either side of a gate, fence or window. In these cases, we will mark the visitor area six feet from the fence, as our residents may not respect the two metres on their own! We appreciate your understanding and cooperation with this.

8. During your visit – visitor areas

Resident visitors are only permitted access to our designated visitor's areas. Upon arrival an assigned employee will guide you to the location of your visit and assist the person you are visiting in joining you

there. Resident visitors are not permitted to access other areas of the residence or outdoor spaces including washrooms, resident bedrooms, common areas and kitchens. Many of our residents are unable to physically distance without considerable assistance and many are unable to tolerate PPE and the wearing of a mask. For this reason, we will continue to host visits outdoors whenever possible. Screening of resident visitors will take place outside the residence. Please ring the doorbell when you arrive and wait for staff. It may take a bit of time to get to the door.

9. Requesting visits and limits on visits

Stewart Homes will permit a minimum of one visit per week per resident with a maximum of two people per visit. This is inclusive of all visitors wishing to visit the resident. Visiting times will not be less than 30 minutes. The available visiting times will be posted on our online booking system. Stewart Homes will attempt to distribute these limited times equitably among our residents and their visitors. Please do not request more than one visit at a time.

Visitors are asked to do their best to arrive on time for visits and not to overstay. Late arrivals cannot be guaranteed an extension of their visit time, as Stewart Homes staff must be assigned to assist with the visit and be present throughout. Staff will also be required to clean and disinfect the area prior to and after the visit and will need to ensure that other scheduled visits are not overlapping.

To allow sufficient time to prepare for your visit, we ask that all requests be made through our online booking system a minimum of 72 hours in advance. This will ensure we have adequate time to ensure staff are prepared and able to assist with your visit.

10. Designated Visitors

A resident and/or substitute decision maker may designate up to two people as “unrestricted visitors”. Designated Visitors will be required to review the Visitor’s Policy and sign the Acknowledgement for Designated Visitors through our online booking system. Stewart Homes will ensure staff have a list of Designated Visitors at each home. Please allow us 48 hours to confirm and include you on the list for staff.

These Designated Visitors:

- Are not required to schedule an appointment to visit to the resident at their residence provided that their visit is within Stewart Homes permitted visitor’s hours. As a result, Designated Visitors will be screened by frontline staff only, upon their arrival. Visitors who don’t pass screening will not be permitted entry.
- May be required to wait off-site if the site is at its maximum visitor capacity and while the visitor area is cleaned by staff. While appointments are not required it is advised that Designated Visitors schedule an appointment to avoid wait times and to ensure that the resident is at home. Given our space limitations and staffing required to support your visit we ask that you schedule your visit whenever possible.
- May be asked to leave in order to accommodate scheduled visits. Pre-scheduled visitors will be given priority for Visitor Areas.
- Physical distancing and mask use continue to be required for Designated Visitors.
- Designated Visitors must follow the guidelines for Non-Essential Visits, including remaining in the Visitor Areas and not using staff or resident washrooms.

ESSENTIAL OVERNIGHT ABSENCES

An essential overnight absence (e.g. to a family home) is one considered necessary to maintain the health, wellness and safety, or any applicable legal rights, of a resident. A resident returning from an essential overnight absence must upon return, while in the congregate living setting, follow enhanced precautions for 14-days post essential overnight visit, including:

Upon return, pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19;

- Only receive outdoor visitors during the 14 days;
- Monitor for symptoms;
- Avoid using common areas; however, if a common area cannot be avoided, the resident must use a face covering (non-medical mask);
- Limit contact with other residents;
- Will not participate in group activities;
- Practice proper hand hygiene by washing their hands often (using soap and water, or use alcohol-based hand sanitizer);
- Adhere to respiratory etiquette; and,
- Continue to follow appropriate physical distancing guidelines (i.e., maintaining a distance of 6 feet or 2 metres).

RESIDENTS WHO ARE FOLLOWING THE 14-DAY OF ENHANCED PRECAUTIONS MAY LEAVE THEIR CONGREGATE LIVING SETTING FOR SHORT STAY (NON-OVERNIGHT) ABSENCES/OUTINGS (E.G. GO TO SCHOOL, GO ON WALKS AND OTHER ACTIVITIES OF DAILY LIVING) FOLLOWING THE required PRECAUTIONS. LEAVING THE RESIDENCE FOR A SHORT STAY ABSENCE/OUTING WILL NOT RESET THE 14-DAY TIME PERIOD. HOWEVER, ANOTHER OVERNIGHT STAY DURING THE SAME 14-DAY PERIOD WILL RESET THE 14- DAY PERIOD. NOTE: THE ENHANCED PRECAUTIONS FOR 14-DAYS IS NOT TO BE APPLIED TO AN INDIVIDUAL WHO HAS PREVIOUSLY HAD A LABORATORY CONFIRMED CASE OF COVID-19 AND HAVE SUBSEQUENTLY RECOVERED. TESTING FOLLOWING SUCH ABSENCES SHOULD BE DONE IN CONSULTATION WITH THE LOCAL PUBLIC HEALTH UNIT, TAKING INTO CONSIDERATION ANY SYMPTOMS AT THE TIME OF RETURN TO THE CONGREGATE LIVING SETTING OR NEW HIGH-RISK EXPOSURES.

SHORT STAY ABSENCES

For Stewart Homes residents who leave the site for a short stay absence or outing (e.g., outing with friends or family, school attendance as applicable, appointments, recreational outings and walks etc.), the following requirements must be met:

- Residents must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the congregate living site, which is in addition to also being required to be screened twice daily. If a resident does not pass screening, the site will follow isolation policies.
- The resident performs proper hand hygiene upon exit and entry of congregate living site as well as maintains hand hygiene (e.g./ uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and uses hand hygiene after touching objects or surfaces that could be touched by others or after touching others.
- The resident wears a face covering (non-medical mask) (cloth mask is acceptable) when entering indoor spaces or when they are within 6 feet / 2 metres of others in outdoor spaces. In addition, the resident should be encouraged to adhere to physical distancing practices as much as possible as well as adhere to any current local public health unit advice related to local conditions and requirements.
- As much as possible, residents should avoid crowded indoor places, and interactions with multiple people. Masks should only be removed indoors to eat or drink, and then immediately put back on afterwards.
- Stewart Homes will provide face coverings (non-medical masks) to facilitate the use of the masks during the resident's short-stay absence..

PRIVACY

Any personal health information collected or received pursuant to this policy will be collected for the sole purposes of: (i) confirming that visitors are in appropriate health for their visit; (ii) promoting a safe and healthy workplace; and (iii) preventing and/or reducing the spread of a communicable disease in the event of an outbreak of a communicable disease.

A visitor's personal health information will not be used, stored, transferred or disclosed, except in accordance with applicable law.

CONSEQUENCES FOR FAILING TO COMPLY

Any visitor who fails to comply with the above-stated measures will be asked to leave our residence and restricted from visiting again for the duration of the epidemic, pandemic or outbreak. Any visitor who is abusive of our employees will be asked to leave and may be restricted from future visits. We kindly ask that you do your best to comply with these measures and ask for our assistance to do so if you're unsure of how to comply.