

## Appendix – Visitor Restrictions (Personal Care Homes)

### Long Term Care Level: **Red (Critical)** (Outbreak or High Level of COVID-19 Activity)

| LTC Type of Visit   | Visitors Recommended/Limited   | Precautions/Restrictions   |
|---|--|--|
| Essential Service Providers (e.g. Spiritual Care, OT/PT, SLP) | Only those services for client as determined by care team.<br><br>Minimize external healthcare professionals.  | Sign In and Out<br>Screening Before Entry<br>Appropriate PPE for the setting/situation<br>Hand Hygiene and PH/IPC guidance.  |
| Non-essential Services (e.g. hairdresser)                     | Not permitted  | Visits Suspended   |
| End of Life (Indoor visit) – Last two weeks of life           | Designated family caregiver(s) [Up to <b>Two</b> may be identified by resident/ delegate] may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. Both may visit at same time if physical distancing can be maintained.<br><br>In addition, Up to ONE (1) general visitor may visit at a time in the resident’s room if physical distancing can be maintained. Visiting in an outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters) is acceptable. | By appointment for general visitors<br>Sign In and Out<br>Screening Before Entry<br>Non-Medical mask (or additional PPE according to the Zone)<br>Hand Hygiene and PH/IPC guidance.<br>General visitors escorted to/from visitation room, minimize touch surfaces. |

| LTC Type of Visit                  | Visitors Recommended/Limited  | Precautions/Restrictions  |
|------------------------------------|---|---|
| Designated Family Caregivers       | Designated family caregiver(s) may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. [Up to <b>Two</b> may be identified by resident/ delegate but <b>one</b> (1) may visit at a time] in the resident's room if physical distancing can be maintained. Visiting in an outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters) is acceptable. | Sign In and Out<br>Screening Before Entry<br>Non-Medical mask (or additional PPE according to the Zone)<br>Hand Hygiene and PH/IPC guidance |
| General Visitors (indoor/ outdoor) | Not permitted   | Visits Suspended  |

**Personal Care Home Level: Orange (Restricted)**  
**(Moderate Level of COVID-19 Activity)**

| LTC Type of Visit  | Visitors Recommended/ Limited  | Precautions/Restrictions   |
|--|--|--|
| Essential Service Providers, (e.g. Spiritual Care, OT/PT, SLP) | Only those essential services for client as determined by care team. Minimize external healthcare professionals.   | Sign In and Out<br>Screening Before Entry<br>Appropriate PPE for the setting/situation<br>Hand Hygiene and PH/IPC guidance   |
| Non-essential Services (e.g. hairdresser)                      | Not permitted  | Visits Suspended   |
| End of Life (Indoor visit) – Last two weeks of life            | <p>Designated family caregiver(s) [Up to <b>Two</b> may be identified by resident/ delegate] may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. Both may visit at same time if physical distancing can be maintained.</p> <p>In addition, Up to Two (2) general visitor may be permitted at a time in the resident’s room if physical distancing can be maintained. Visiting in an outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters) is acceptable.</p> | <p>By appointment for general visitors</p> <p>Sign In and Out</p> <p>Screening Before Entry</p> <p>Non-medical mask required (or additional PPE according to the Zone)</p> <p>Hand Hygiene and PH/IPC guidance.</p> <p>General visitors escorted to/from visitation room, minimize touch surfaces.</p> |

| LTC Type of Visit                | Visitors Recommended/ Limited   | Precautions/Restrictions  |
|----------------------------------|---|---|
| Designated Family Caregivers     | Designated family caregiver(s) may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. [Up to <b>Two</b> may be identified by resident/ delegate but <b>one</b> (1) may visit at a time] in the resident's room if physical distancing can be maintained. Visiting in an outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters) is acceptable. | Sign in and Out<br>Screening Before Entry<br>Non-Medical mask (or additional PPE according to the Zone)<br>Hand Hygiene and PH/ IPC guidance.   |
| General Visitors - Indoor Visits | Not permitted.  | Visits Suspended  |
| General Visitors - Outdoor       | Reasonable number of general visitors per resident may visit at a time if physical distancing can be maintained.<br><br>Low risk activities for residents and families such as walks around the property/block may be considered.<br><br>Visiting in outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters), is acceptable subject to space limitations and must be pre-booked.                                | By appointment or drop ins for general visitors (outdoors) as determined by site<br>By appointment for general visitation in outdoor all-season shelter or designated indoor visitation room<br>Sign in and Out<br>Screening Before Entry<br>Non-medical mask strongly encouraged<br>Hand Hygiene and PH/IPC guidance |

**Personal Care Home Level: Yellow (Caution)**  
**(Very Low Level of COVID-19 Activity)**

| LTC Type of Visit   | Visitors Recommended/ Limited  | Precautions/Restrictions   |
|---|--|--|
| Essential Service Providers (e.g. Spiritual Care, OT/PT, SLP) | Services as determined by care team including routine and chronic care provision   | Sign In and Out<br>Screening Before Entry<br>Appropriate PPE for the setting/situation<br>Hand Hygiene and PH/IPC guidance   |
| Non-essential Services (e.g. hairdresser)                     | Permitted – with precautions (hairdresser may not have a public business in a PCH and must work in a single PCH)   | Screening before entry<br>Required to wear a medical mask and eye protection (recommended that they provide) so resident doesn't need to wear a mask during hair care.<br>Enhanced cleaning and disinfecting before and after each resident hair care<br>Resident escorted to and from the appointment |
| End of Life (Indoor visit) – Last two weeks of life           | Designated family caregiver(s) [Up to <b>Two</b> may be identified by resident/ delegate] may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. Both may visit at same time if physical distancing can be maintained.<br><br>In addition, reasonable number of general visitors may be permitted at a time if physical distancing can be maintained. Visiting in outdoor all-season shelter or designated indoor visitation room (where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters), where feasible, may allow for the accommodation of a higher number of general visitors safely. | By appointment for general visitors<br>Sign In and Out<br>Screening Before Entry<br>Non-medical mask required<br>Hand Hygiene and PH/IPC guidance.<br>General visitors escorted to/from visitation room, minimize touch surfaces.  |

| LTC Type of Visit                | Visitors Recommended/ Limited   | Precautions/Restrictions  |
|----------------------------------|---|---|
| Designated Family Caregivers     | Designated family caregiver(s) may visit anytime and for any length of time during specific visitation hours and/ or as determined with the care team. [Up to <b>Two</b> may be identified by resident/ delegate and both may visit at a time if physical distancing can be maintained]   | Sign In and Out<br>Screening Before Entry<br>Non-Medical mask (or additional PPE according to the Zone)<br>Hand Hygiene and PH/ IPC guidance  |
| General Visitors - Indoor Visits | <p>Outdoor visits or visits in outdoor all-season shelters/designated indoor visitation rooms are preferred and encouraged to keep the number of individuals entering the facility and resident rooms to a minimum.</p> <p>However, sites may consider some visits from general visitors in resident's room if the resident is in a single room; for double and multi-bedded rooms or for other reasons such as lack of outdoor all-season visitation shelters, an alternative indoor space must be identified where visitors can easily access the space from outside the personal care home and maintain the same public health requirements as the outdoor shelters.</p> | <p>By appointment for general visitors or as determined by the site</p> <p>Sign in and out</p> <p>Screening before entry</p> <p>Non-Medical mask (or additional PPE according to the Zone)</p> <p>Hand Hygiene and PH/ IPC guidance</p> <p>General visitors escorted to/from visitation room, minimize touch surfaces</p> <p>No visitation with other residents</p> |
| Visitors - Outdoor               | <p>Reasonable number of general visitors per resident may visit at a time if physical distancing can be maintained.</p> <p>Low risk activities for residents and families such as walks around the property/block may be considered.</p>  | <p>By appointment or drop ins for general visitors as determined by site</p> <p>Sign in-and out</p> <p>Screening Before Entry</p> <p>Non-medical mask strongly encouraged</p> <p>Hand Hygiene and PH/ IPC guidance</p>  |

## Change Tracker

### **Nov. 1, 2020**

1. General Visitors – Outdoors – Updated to include general visitor information for facilities located in geographic regions designated Orange (Restricted). (pg. 9)

### **Oct. 14, 2020**

1. Update – where outbreaks require the suspension of visits, resumption of visits will be collaboratively determined with Public Health. (pg. 2)
2. Consideration for Indoor Visits – added consideration for residents without family to designate as family caregivers. (pg. 3)
3. All-season visitation shelters and designated indoor visitation rooms – guidance added. (pg. 4).
  - a. All season shelter/designated indoor visitation guidelines added to Appendix Charts and throughout document.
4. Non-essential service visits – updated in Red (Critical) and Orange (Restricted) to not permitted.