

## Chartwell Guidelines Outdoor Visits: Retirement Only-ONT Only

As provinces begin to slowly lift restrictions and reopen, it continues to be important to maintain strong protections in place within these settings to minimize the introduction of and risk of virus transmission and spread of COVID-19 because our residents are still at the most risk and will continue to be until there is a vaccine. We also need to balance this with the need for social interaction with families and friends and the benefits that this has for the mental health and overall happiness of our residents. Re-opening should take place in a gradual, phased in manner that meets the health and safety needs of residents, staff, and visitors. The following guidelines for outdoor visits are designed with this balance in mind:

- **Outdoor visitation is only permitted in Level 2 and 3.** Outdoor visits will be cancelled if a home has a confirmed Covid 19 outbreak
- Visitors per visit: **a maximum of two (2) visitors per suite is allowed at one time**, i.e. one resident and two visitors, two residents (if a couple) and two visitors. Residents may meet visitors outdoors in a designated location as long as 2 metres physical distance is maintained. Visitors cannot access the outdoor area if they have to go through the building. Contact your DRO to discuss other options if your property and building layout does not have a designated location that can be used for outdoor social visits.
- Visitors must pass active screening every time they are on the property and not visit if symptomatic or in contact with a possible COVID-19 case within the past 14 days.
- Visitors must wear physical face coverings i.e. cloth/non-surgical masks (these will not be provided by the home) while maintaining 2-metre distance and no physical contact (virtual hugs only).
- The home should develop a process(without adding additional costs) for booking visits so that the numbers of people gathering on the property at any one time is controlled and so that all residents who wish to have visitors have an opportunity to do so at least once per week. Requirements are listed below:
  - Each home creates and maintains a list of visitors. The list should be available for all staff members to access. This will also assist with contact tracing if necessary.
  - The visiting information package must be shared with visitors and includes visit expectations, IPAC, how to wear a non-surgical mask.
  - Each home identifies a central point person to coordinate visits so that there is internal communication on the visit schedule and staff are aware of the number of visits occurring at any given time.

- Each home creates and maintains a visitation schedule that can be shared with visitors who want regularly scheduled visits.
- Identify and mark suitable outdoor venues on the grounds, for example arrange outdoor furniture/ benches to promote 2-metre distance. Use benches or tape to mark / designate seating to maintain the 6 feet/ 2-metres and keep pathways and the entrance clear of crowding. If necessary, remove furniture to ensure physical distancing. Furniture should be sanitized after each visitor.
- Encourage family/visitors to bring their own lawn chair. Home should not be purchasing new furniture to accommodate visitors.
- A hand hygiene station should be placed at the entry/exit of the building with signage. Make sure a garbage receptacle is available.
- Residents are not required to wear a mask as long as they maintain the 2 metres social distancing.
- If there are any visitors that are not adhering to the rules this could result in the discontinuation of visits. Please discuss with your DRO.
- The details of the guidelines will be communicated to residents and families through the weekly family email.

\*Supporting Visitors Communication– In addition to the communication guidelines a Handout for visitors will be communicated and distributed via email through the weekly family email.

Letter to Visitors

Outdoor Visitor Handout

Wearing a Non-Surgical/cloth Mask Handout