

## Visitor & Designated Family/Support Persons Responsibilities

(Related to CMOH Order 29-2020)

### Prior to visiting

- Read and follow CapitalCare's policy Safe Visitation During COVID-19 Pandemic.
- Review the Designated Family/Support Person and Visitor Screening tool, to ensure you meet the criteria for visiting.
  - Be aware that any person with known exposure to COVID-19 will not be allowed to enter.
- **Prior** to planning a visit with a resident, assess your risk of unknown exposure to COVID-19 using the Risk of Unknown Exposure to COVID-19 chart. Use your best judgement to determine if your risk of unknown exposure is appropriate to protect the resident.
- Prearrange visits by booking online at [www.capitalcare.net](http://www.capitalcare.net) or by calling your neighbourhood's Care Manager.
- Bring clean masks to wear. Replace your mask if it becomes wet or soiled.
  - Note that additional personal protective equipment may be required if the resident you are visiting is on isolation or if the centre is on outbreak.
- Limit the number of continuing care centres you enter to one centre per day (to the greatest extent possible).
- Be aware of the centre's policy for visiting animals. In general:
  - Visiting animals must be screened and registered with the centre's Coordinator of Volunteer Services or their designate.
  - 1 visiting animal can accompany a designated family/support person or visitor for outdoor visits. For inside visits, speak to your care team when arranging the visit to determine if a pet can be accommodated.
  - Visiting animals must be healthy, clean and vaccinated.
- Be aware of the centre's guidance for bringing gifts:
  - Gifts, including homemade or purchased food are permitted.
  - [Guidelines for safe food practices](http://www.capitalcare.net) can be found on CapitalCare's website ([www.capitalcare.net](http://www.capitalcare.net)) under "Info for Families."
  - Flowers are permitted except lilies due to increased scent and risk of allergies.
  - Depending on the risk level of the individual and at the discretion of the centre team, some items may be required to be cleaned and disinfected upon arrival or quarantined for a period of time when disinfection is not possible.
- Be aware that a centre's guidelines around Safe Visitation may change, depending on the centre's risk tolerance level, changes to Medical Officer of Health orders, and in consultation with residents and families.
- Contact your centre team if you have any questions or concerns.

### During your visit

- Document your arrival and exit times in the Visitor Log when entering the building.
- Upon entry, have your health screened & assess your risk of unknown exposure to COVID-19.
  - Your risk level (low, medium, or high) must be disclosed to the resident you are visiting or their alternate decision maker.
- Only visit with the resident(s) you are supporting or visiting.
- Wear personal protective equipment continuously and as instructed by the centre. Speak to a manager if you have any concerns.
  - Wear a mask indoors. Wear one outdoors if you can't maintain physical distancing.
  - Wear additional PPE (examples: gloves, gown, face protection) if advised to by centre staff.
- Maintain physical distancing from everyone who does not live in your household.
- Ensure consistent hand hygiene.
- Check yourself for symptoms during the visit. Notify a staff member and leave the centre immediately if you develop potential symptoms of COVID-19.
- Abide by all Safe Visiting Practices. Be aware that persons who do not adhere to the rules may be restricted from visiting.

### After your visit

- Notify the centre if you develop any symptoms of COVID-19 within 14 days of visiting a resident. See the Designated Family/Support Person and Visitor Screening tool for a list of relevant symptoms.