

Martindale Place COVID-19 Visitor Policy

Updated October 17, 2022

Purpose:

This policy is guided by [COVID-19 Guidance Document for Retirement Homes in Ontario](#) with adaptations made based on the nature of Martindale Place and its different types of accommodations. This policy will continue to be reassessed and revised based on provincial guidelines.

Martindale Place is an Independent Living facility with different types of accommodations. Resident and staff safety will continue to be our top priority. This policy is based on the principles of safety, emotional well-being, equitable access, flexibility and autonomy.

Visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to visitor policy requirements related to screening, IPAC and PPE and any precautions described in this policy.

Flexibilities for absences and activities reflect both the high rates of COVID-19 immunization as well as the protective effect that immunizations have had on the number of COVID-19 cases and outbreaks in senior's communities. This update reflects the evidence available so far across Canada and abroad and is subject to change as the knowledge of COVID-19 and vaccines evolves.

All visitors will be asked to adhere to the requirements set out in this policy to ensure the safety of all residents, staff and visitors, and allow for the continuity of visits that support the mental, physical and spiritual needs of residents for their quality of life.

Policy:

Access to Martindale Place

- The local PHU may require restrictions on visitors in part or all of the residence, depending on the specific situation. The residence and visitors must abide by any restrictions imposed by the PHU, which override any requirements or permissions in this policy if there is a conflict.
- All visitors must agree to abide by the health and safety practices contained in this policy.
- All visitors must follow public health measures (e.g., active screening, wearing a medical mask, IPAC and maintaining physical distancing) for the duration of their visit in the residence. If an area in a home is in outbreak, eye protection is required when providing direct care to residents.
- Unnecessary entry into the building by visitors will be minimized (e.g., the residence will encourage food or package delivery to the foyer for resident pick up or staff delivery).
- Essential Caregivers, provided that they pass the screening and PPE requirements, will not be denied access to residents.
- Residents who are not isolating may receive Essential Visitors, General Visitors and Personal Care Service Providers if they are not living in an outbreak area of the home.
- Residents who are isolating under Droplet and Contact Precautions may only receive Essential Visitors.
- All visitors must self-screen before visiting (See *"Screening Visitors for COVID-19"* below and **Appendix D**).

- All visitors to Martindale Place must record their information in the binders in each lobby, including the name, contact information, date and time of visit, and resident visited for each visitor, and will be kept for at least 30 days.
- All residents, families, visitors and staff will be provided with this policy and information package. All visitors must review the contents of the information package prior to their visit and comply with the policy. Additional applicable policies and procedures will also be communicated as needed.
- The number of visitors permitted, subject to PHU advice per #1 above, is outlined below.

Visits: Visitors may visit residents at Martindale Place, following the guidelines and procedures outlined below.

Types of Visitors

There are 3 categories of visitors: Essential Visitors, General Visitors, and Personal Care Service Providers.

1. Essential Visitors

Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident). External Care Providers (ECPs) are employees, staff or contractors of Home and Community Care Support Services (HCCSS) (formerly Local Health Integration Networks (LHINs)) and provide services to residents. They are considered Essential Visitors to Martindale Place and must comply with applicable requirements under MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs and this guidance.

There are two categories of Essential Visitors: Support Workers and Essential Caregivers.

a) Support Workers

A Support Worker is brought into the home to perform essential services for the home or for a resident in the home, including:

- a. Regulated health care professionals under the Regulated Health Professions Act, 1991 (e.g., physicians, nurses);
- b. Unregulated health care workers (e.g., personal support workers, personal/support aides, nursing/personal care attendants), including external care providers and Home and Community Care Support Service Providers (formerly LHIN providers);
- c. Authorized third parties who accommodate the needs of a resident with a disability;
- d. Health and safety workers, including IPAC specialists;
- e. Maintenance workers;
- f. Private housekeepers;
- g. Inspectors; and
- h. Food delivery.

b) Essential Caregivers

Essential Caregivers provide care to a resident, including supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational

continuity and assistance in decision-making. Essential Caregivers may be family members, a privately hired caregiver, paid companions, and translators even if the person would also be considered a Support Worker.

Essential Caregivers may be designated by the resident or if the resident is unable to do so, the resident's substitute decision-maker. The necessity of an Essential Caregiver is determined by the resident or the substitute decision maker.

To limit the spread of infection, a resident and/or their substitute decision-maker should only be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to:

- a. A change in the resident's care needs that is reflected in the plan of care; and/or
- b. A change in the availability of a designated Essential Caregiver.

2. General Visitors

General Visitors are individuals who are not Essential Visitors and visit:

- a. For social reasons (e.g., family members and friends of resident);
- b. To provide non-essential services (may or may not be hired by the home or the resident and/or their substitute decision-maker); and/or
- c. As a prospective resident taking a tour of the home.

3. Personal Care Service Providers

A Personal Care Service Provider is a person who is not an Essential Visitor and visits to provide non-essential personal services to residents. Personal Care Services include those outlined under the Health Protection and Promotion Act, such as hair salons and barbershops, manicure and pedicure salons, and aesthetician services that are not being provided for medical or essential reasons.

Screening Visitors for COVID-19

1. Active Screening

- a) All Visitors must self-screen and sign in before visiting.
- b) Any visitor who fails screening may not be allowed to enter and is advised to follow current case and contact recommendations and is encouraged to be tested.
- c) Exemptions to active screening apply to: First responders, visitors for imminently palliative residents, and individuals with post-vaccination symptoms, who are not required to pass screening but must remain masked and maintain physical distance from other residents and staff.
- d) Visitor entry and screening results will be documented and retained for at least 30 days to support contact tracing.

2. Safety Review - General Visitors and Personal Care Service Providers

- a) Visitors are asked to review the information below before visiting.
 - i. Read/Re-Read the following documents:
 - The residence's visitor policy; and
 - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
 - ii. Watch the following Public Health Ontario videos:
 - [Putting on Full Personal Protective Equipment](#);
 - [Taking off Full Personal Protective Equipment](#); and

- [How to Hand Wash.](#)

3. Safety Review - Essential Visitors

- a) If the residence is **declared in outbreak**, prior to visiting any resident for the first time, the residence may provide training to Essential Caregivers, and Support Workers who are not trained as part of their service provision or through their employment. Training will address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. If the residence does not provide the training, Essential Caregivers and Support Workers will be directed to appropriate resources from [Public Health Ontario](#) to acquire this training.

Absences

- Residents will **no longer be required to test upon return from temporary absences.**
- Residents are strongly encouraged to continue to wear masks when away from their home to reduce the risk of infection.

Masking

- While **masking continues to be strongly recommended, all visitors will be able to remove their mask while in a resident's room.** Mandatory masking for staff, students, volunteers, and visitors while indoors (not in a resident's room) will continue.
- Outdoor masking for staff, students, volunteers, visitors and residents will continue to be recommended but not required.
- Staff, students, and volunteers must continue to follow masking requirements as set out in MSAA's COVID-19 Guidance. Diligence with masking in the remaining required situations remains an important defense mechanism to help minimize the spread of COVID-19.
- Masking updates have been made to balance the risks and benefits to resident quality of life while encouraging visitors for residents.

Physical Distancing

- Retirement homes are **no longer required to implement physical distancing** (e.g., a minimum of 2m or 6ft between individuals); however, they should continue to adjust activities to optimize and support physical distancing where possible.
- All individuals should be encouraged to avoid situations where COVID-19 can spread more easily such as crowded places with many people nearby, close- contact settings (e.g., social activities and events) or confined and enclosed spaces with poor ventilation.

Communal Dining

Essential Caregivers and General Visitors may join a dining resident for a meal in the Private Dining Room. General Visitors and Essential Caregivers must be masked when not eating or drinking and must maintain physical distancing from other residents and staff.

Appendix A – Information Package for Visitors

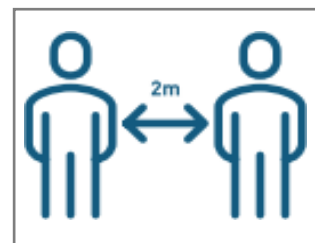
Note Visitor Requirements Identified Herein:

As part of Martindale Place's policy on visits during COVID-19, all visitors will be provided with the information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit. Any non-adherence to the rules set out in the visitor policy will be the basis for discontinuation of visits.

The visitor policy and information package will also be shared with residents to communicate the residence's visitor policy, including the gradual resumption of family visits and the associated procedures.

Physical Distancing

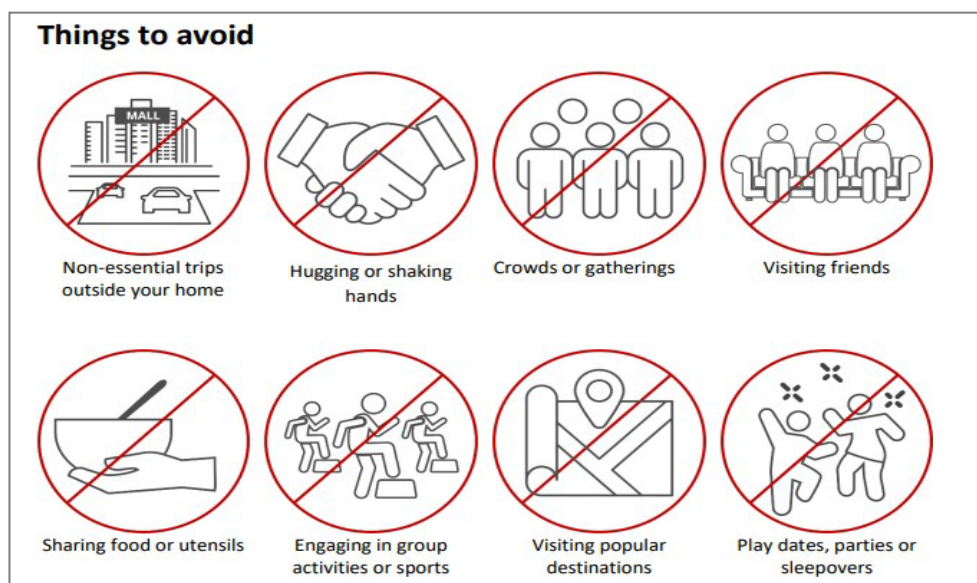
Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people whenever possible. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.



Physical distancing means making changes in your everyday routines in order to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g. older adults and those in poor health)

Physical distancing of 2 metres must be practiced during all visits on Martindale Place property to reduce the risk of COVID-19 transmission.

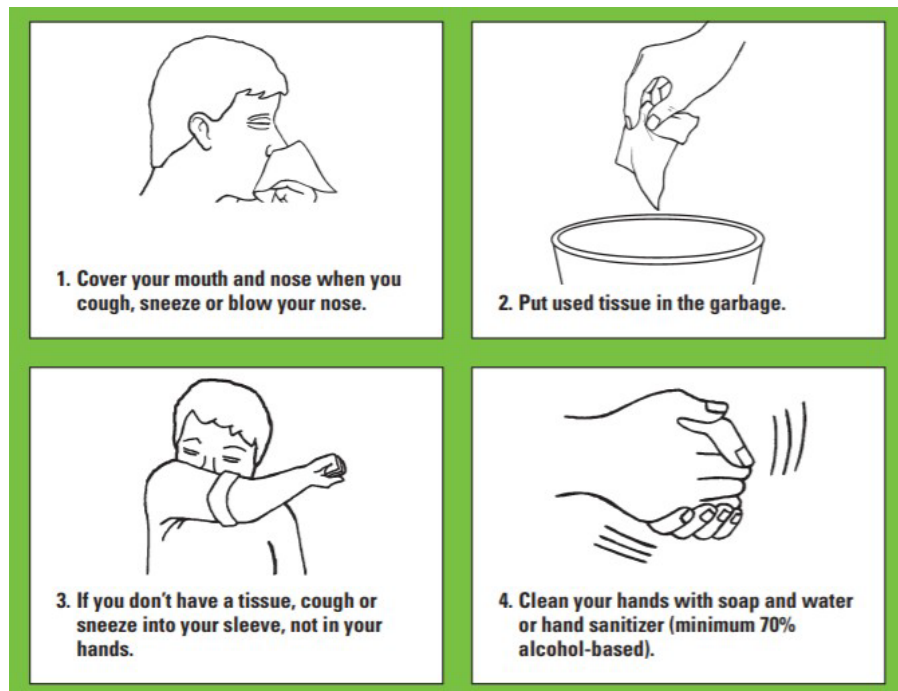


Read more about physical distancing [here](#) (Source: Public Health Ontario)

Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing and sneezing.

Respiratory etiquette must be practiced during all visits on Martindale Place property to reduce the risk of COVID-19 transmission.



Following these steps is important:

1. Cover your mouth and nose when you cough, sneeze or blow your nose.
2. Put used tissue in the garbage.
3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hand.
4. Clean your hands with soap and water or hand sanitizer.

Read more about respiratory etiquette [here](#) (Source: Public Health Ontario)

Hand Hygiene

Hand hygiene is a general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using an alcohol-based hand rub or soap and running water.

Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

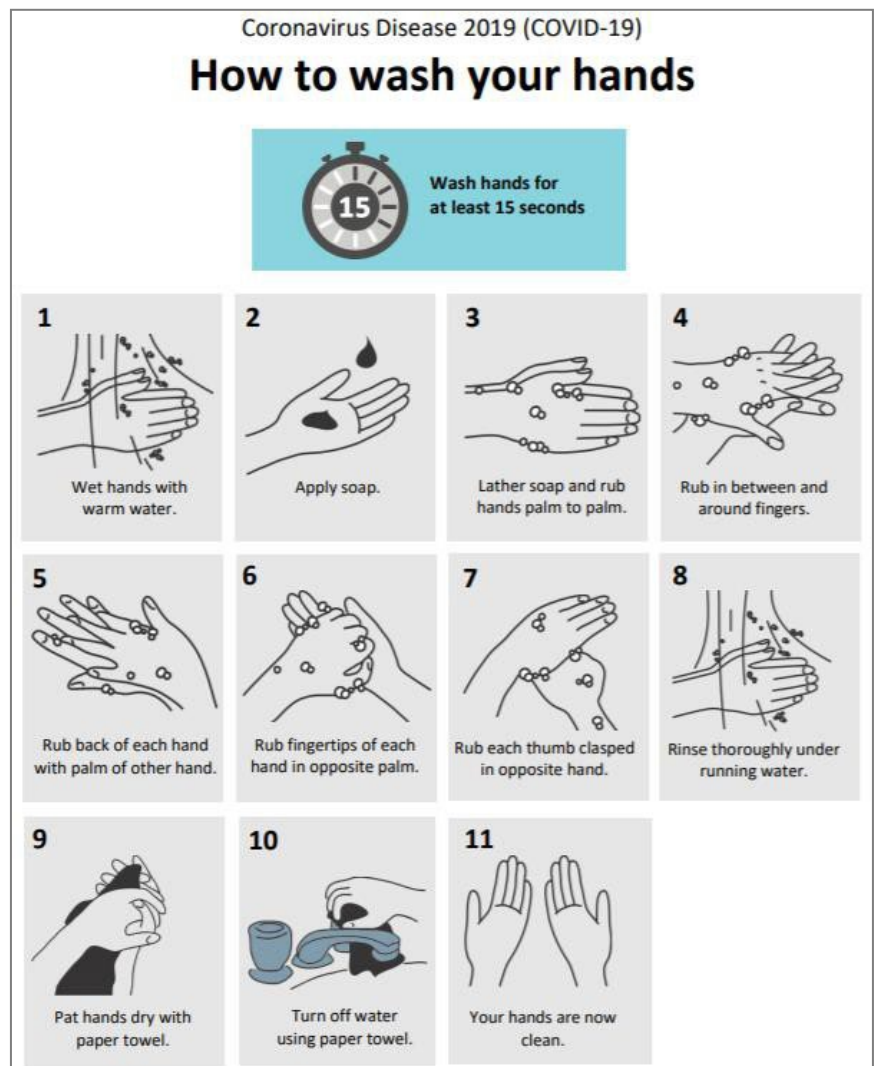
Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

A. Handwashing

Handwashing with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.

Follow these steps for hand washing: (hand wash for at least 15 seconds)

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub between fingers, back of hands, fingertips, under nails.
4. Rinse thoroughly under running water.
5. Dry hands well with paper towel.
6. Turn taps off with paper towel.



B. Hand Sanitizing

Hand sanitizers are very useful when soap and water are not available. When your hands are not visibly dirty, then a 70-90% alcohol-based hand sanitizer/rub should be used. It has been shown to be more effective than washing with soap (even using an antimicrobial soap) and water when hands are *not* visibly soiled.

Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

It is important when using an alcohol-based hand sanitizer to apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry.

Follow these steps for sanitizing your hands: (rub hands for at least 15 seconds)

1. Apply 1-2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm, between and around fingers, back of hands, fingertips, under nails.
3. Rub hands until product is dry. Do not use paper towels.
4. Once dry, your hands are clean.



Read more about hand hygiene [here](#) (Source: Public Health Ontario)

Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

All visitors must follow the residence's infection and prevention control protocols (IPAC), including proper use of masks.

IPAC practices include:

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

Read more about best practices for infection prevention and control [here](#)
(Source: Public Health Ontario)



Proper Use of Personal Protective Equipment (PPE)

PPE is clothing or equipment worn for protection against hazards. Examples of PPE include gloves, gowns, facial protection and/or eye protection. Using, applying and removing personal protective equipment correctly is critical to reducing the risk of transmission of COVID-19.

All visitors must comply with the residence's IPAC protocols, including donning and doffing of PPE and following instructions on use provided by the residence.

Visitors must wear a face covering. If the visit is outdoors, a cloth mask is ok, if the visit is indoors, a surgical/procedure mask is required.

Visitors are responsible for bringing their own mask. Martindale Place is not able to provide surgical/procedure masks to visitors. Essential visitors who are provided with appropriate PPE from their employer, may enter the residence.

For Essential Visitors only:

Essential visitors providing direct care to a resident must use a surgical/procedure mask while in the residence, including while visiting the resident that does not have COVID-19 in their room. Essential visitors who are in contact with a resident who is suspected or confirmed with COVID-19, must wear appropriate PPE in accordance with Directive #5 and Directive #1. This includes contact and droplet precautions (gloves, face shield or goggles, gown, and surgical/procedure mask).

Putting On (Donning) and Taking Off (Doffing) PPE – See more information [here](#) / [here](#).

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Don'ts →



Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WiN

World Health Organization

Source: World Health Organization ([Medical Mask](#))

Appendix B Re-Opening Martindale Place

Based on [COVID-19 Guidance Updates for the Retirement Home Sector](#). Please see Martindale Place's Visitation Plan for definitions, guidelines, and procedures related to visits. These allowances may be updated as the pandemic situation evolves to keep all residents/tenants, staff, and visitors safe. Updated October 12, 2022

Effective October 12, 2022			Safety guidelines	Outbreak/ Isolating resident
Visitors	Essential Visitors	<ul style="list-style-type: none"> Permitted Close contact is permitted 	<ul style="list-style-type: none"> Self Screen and sign in at entry doors. Masks required in common and shared areas. Visitors may remove masks while in a resident's room. Masking not required for outdoor visits No limits on the number of visitors 	<ul style="list-style-type: none"> Essential visitors allowed
	General Visitors	<ul style="list-style-type: none"> Permitted Brief Close contact is permitted 		<ul style="list-style-type: none"> General visits not allowed
Short-Term day & Temporary (overnight) Absences	All residents	<ul style="list-style-type: none"> Permitted unless the resident is isolating Isolating residents can still attend essential medical appointments as arranged with their health care provider - i.e. dialysis. Residents must follow public health measures during the absence Testing or self-isolation not required upon return. If resident was exposed to a known COVID-19 case, they will be tested on discovery and again on day 5 with a Rapid Antigen or PCR test. <p>Resident does not need to isolate (unless they develop symptoms) and is to wear a mask when out in public areas. Meals shall be in the resident room until a negative test is received on day 5 (from exposure)</p>		

Programs & Services		Resident Precautions	If in Outbreak or Isolation
Dining Room	One dining room with 4 people at a table, assigned seating. Daily active screening of residents. Residents who are experiencing signs and symptoms of COVID-19 should not come to the dining room until negative test results are received, and symptoms are resolved.		Tray service for affected area/entire complex as determined by Public Health
Private Dining Room	Open to residents and all visitors. Up to 10 people. Masks must be worn when not in the Private Dining Room. Room can be booked through the main office.		Closed
Common Room	Open for events – up to 25 people. Masks may be removed while in Common Room but must be worn in hallways and elevators.		To be determined by Public Health
Activities	All activities may resume Physical distancing recommended	Resident masking and physical distancing recommended . All visitors may accompany residents to programs.	No Group Programs in affected area
Foot Care	Open – by appointment only	Resident masking recommended while receiving services	Determined by Public Health
Hair Salon/ Hearing Clinic	Open with physical distancing	Resident masking recommended while receiving services	Determined by Public Health
Exercise Room/ Library	Open – sanitize before and after use	Resident masking and physical distancing recommended	Open to one person (couple) at a time – sanitize before and after
Pool Table / Puzzle Areas	Open	Resident masking and physical distancing recommended	Closed in affected area
Coffee Klatch / Bistro	Allowed	Resident physical distancing recommended . Visitors must be masked when not eating or drinking and must maintain physical distancing from other residents and staff. Ideal locations for visitors having coffee are in resident units or outside.	Suspended in affected area
Guest Suite	Open – bookings made through main office	Guests must pass screening and have a negative Rapid test upon arrival. (can be done at Martindale Place at no charge)	Determined by Public Health