

PROTOCOL FOR COMPLETION OF VISITOR SCREENING FOR COVID-19 and VISITS WHEN THERE IS NOT OUTBREAK

Please note – All visitors must be approved in advance by Management 48 hours in advance, unless an emergency. Oncall does not have authority to approve visitors. Emergency services are not required to screen prior to entry. At this time, non-essential visitors are not permitted to enter the residential locations at any time, however may visit outside provided all requirements are met.

Definitions –

Staff – An employee of Avenue II entering a work site.

Visitor – Anyone who is not employed by Avenue II including family, friend or neighbour

Essential Visitor – People performing essential support services, health care services, maintenance/repair person, a person visiting a very ill or palliative client.

A visitors log will be maintained in all locations.

Residential Locations:

Essential Visitors

- At each main entrance to a workplace (house, apartment or residential office), a clip board with pen and blank copies of Essential Visitor Screening for COVID-19 will be available.
- In the event of an outbreak the Manager will permit Essential Visitors on a case by case basis.
- Staff must screen the Essential Visitor using the screening tool, print name, sign and date. It is preferred that the form be completed outside of the home if possible.
 - If the Essential Visitor has answered YES to any questions in part A, they are not to have contact or visit the client. They can contact a Manager or Director at the Avenue II office during regular business hours (345-9933) or On-Call after hours (626-4825). Further direction will be provided.
 - If Essential Visitors YES to questions in Part B, call a Manager/Director or On-Call for further direction. Answering yes may not preclude entry provided adequate controls are in place regarding exposure.
- Completed questionnaires with all NO responses are to be kept at the location.
- Essential Visitors who pass the screening must:
 - perform hand hygiene
 - wear gloves and a **surgical** mask (if the visitor does not have the correct mask use one from the bag marked Essential Visitor Masks)

- staff are to ensure that they are aware of on how to put on and take off gloves and mask.
- maintain social distancing where possible
- complete the exit screening upon leaving the premises

Visitors

Requirements - In-Person Visits with clients – Outdoor

- Outbreak:
 - Visitors are allowed if the home is not experiencing an outbreak. The Government of Ontario has defined an outbreak in a congregate living setting as “1 laboratory confirmed case of COVID-19 in a resident or staff.” The outbreak is declared by the Medical Officer of Health, and will not be declared over until there are no new cases of the virus in residents or staff after 14 days.
 - Also the MCCSS document Resuming Visits in Congregate Living Settings prohibits visits in any settings where symptomatic staff or residents awaiting results.
 - In the event of an outbreak at the location all visits will be prohibited.
- Outdoor Space:
 - A dedicated outdoor area has been identified at the residential support location where visitors can meet with the person receiving services that allows for a minimum of 2 metres (6 feet) physical distance between the person, visitor(s) and employee at all times.
 - Outdoor space at the person’s home must be used.
 - The outdoor space must be accessible to the visitor without entering the person’s home.
 - The space must have seating available (arranged 2 metres or 6 feet apart) and provide shade to support a comfortable and safe visit.
 - Furniture must be wipeable, fully cleaned and disinfected **before** and after each use.
 - A minimum of 1 hour is needed in between visits to ensure adequate cleaning of the space can occur prior to the next visit.
- Physical Contact:
 - At no time, with no exceptions, is any physical contact between the person and visitor permitted. (some people we support may be afforded reasonable lee-way with the 1st visit. i.e if they are able to follow a prompt to visit and adhere for the remainder of the encounter then the visit should be allowed to continue)
- Gifts:

- Only gifts with hard surfaces and in original packaging that can be disinfected are permissible (families will discuss with the manager prior to the visit the permissibility of gifts/packages that they intend to bring)
- The manager, in collaboration with the support team, will determine where outside the home the visit will occur, including ensuring necessary seating capacity (2 metres/6 feet apart), furniture (chairs/tables), shade and the ability to access the outdoor space without entering the home.
- Support workers will prepare the person receiving the visit ahead of time with respect to the physical set up and the expectations for seating and physical distancing requirements. If tolerated, the client supported should be provided with a mask to wear for the duration of the visit.
- Visitors will schedule a time with the Manager by appointment only with a minimum of 48 hours notice.
- Maximum 2 visitors at a time. Pets may accompany the visitor with permission of the Manager.
- Avenue II can only approve visits when a dedicated staff member can closely observe the visit the entire time.
- Visitors at the time of each visit shall:
 - perform hand hygiene prior to screening and be wearing a mask
 - pass active screening, performed by staff, ~~which includes attesting to having tested negative for COVID-19 within the previous 2 weeks.~~ Active screening of all potential visitors shall include a temperature check **(temperature must not exceed 37.8 C or 100.3 F)**
 - ~~Subsequently thereafter the initial screening, visitors must attest that they have not tested positive for COVID-19 since their original negative test result.~~
 - Attest to knowledge on how to put on and take off a mask. If needed staff will review How to Safely Wear and Take Off a Cloth Face Covering.
 - wear gloves and mask (visitors must bring their own face covering)
 - visit outside the home
 - maintain social distancing and no physical contact with the client
 - be responsible for any visitor that attends under the age of 18.
- All Visitors must complete the exit portion of the screening tool upon leaving.

Staff responsibility for visitors at client locations:

- Set up the space with social distancing of 2 meters in place
- Disinfect the outdoor space prior to and after the visit.
- Prior to any interaction with the client and visitor staff must complete the active screening with the visitor and document answers using the Visitor COVID-19 screening tool (including temperature checks).

- Employees will wear mask, gloves and face shields to conduct the screening.
- Contact the Manager/On-call, if needed, for direction.
- Assist the client receiving the outdoor visit to go outside and return inside at the end.
- Have the client wear a mask if tolerable.
- Maintain visual contact within the visiting area for the duration of the visit. Staff may not observe from inside.
- Staff will wear mask and gloves during the visit.
- Monitor the visit to ensure the requirements and safety measures are being followed and record any concerns with respect to failure to follow the visitation guidelines which will result in the termination of the visit. (Record observations on the space provided on the COVID-19 Screening tool)
- If safety measures are not being followed, the employee will contact the manager or on call for direction on terminating the visit.
- Staff are not responsible for visitors under 18.

Main Office Location (122 S. Cumberland Street):

- Upon entrance into the main office, visitors are to complete the Office Visitor Screening for COVID-19 questionnaire, print name, sign and date.
- If they have answered YES to any of these questions, they are to immediately step outside and call to speak with someone from management for further direction.
- Completed forms are to be deposited into the box located at the front entrance.

(July 20, 2020)