

## CLDN's guidelines for visitors in response to COVID-19

Community Living Durham North is taking the health and safety of the people we support, staff and families, very seriously. Every effort is being made to keep everyone as healthy and safe as possible.

### The following are guidelines that all visitors must adhere to:

#### Booking a Visit:

- All visits must be outside and pre-scheduled at a time mutually agreed upon with the Team Leader/Staff Designate or Manager of the program location
  - Visit times will be dependant on availability (Space, Staffing, other pre-scheduled visits or appointments)
  - There is a limit of 2 guests per visit

#### Screening:

- All visitors will participate in a telephone pre-screening at the time of booking and a second screening, also by phone, on the day of the visit, 1-3 hours prior to the visit. The family is requested to initiate this call

#### During the visit:

- All visitors will wear a face mask at all times during the visit (if you don't have one, one will be provided for you)
- All visitors will wear eye protection
- All visitors will maintain a minimum of 2 meters (6 feet) physical distance from the person they are visiting and from the staff member present at the time of the visit
- All visitors will perform hand hygiene when arriving for the visit
- All visitors will adhere to respiratory etiquette

#### Bringing items to a visit:

- No visitor will bring food / beverages to the visit
- Gifts are permitted if they were discussed prior to the visit with the Team Leader or Manager. Gifts must be easily cleaned / disinfected (e.g. hard surfaces, original packaging)

#### Entering CLDN's locations:

- No visitor will be permitted to enter any of CLDN's locations

#### Location of the visit:

- All visits will take place outside

#### CLDN will:

- Support visits while protecting people supported and all employees
- Provide an outdoor location for visits to take place
- Provide transportation for the supported person to and from the location of the visit (if off-site)
- Sanitize / Disinfect after each visit
- Ensure equitable access for all supported people who are able to participate in visits
- Remain within visual contact of the visitor(s) and person supported for the full duration of the visit
- Maintain a visitors' log and document any concerns arising during the visit
- Provide options for virtual visits when in-person visits are not possible

**Any non-adherence to these rules may result in the discontinuation of visit**