

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 when having visits on CLDN property:

Booking a Visit:

- CLDN is not allowing visitors into any of our residential group homes at this time
- CLDN has set up an area away from any of our group homes where we can facilitate indoor visits in a safe manner.
- All visits must be pre-scheduled at a time mutually agreed upon
- Visit times will be dependant on availability (Space, Staffing, other pre-scheduled visits or appointments)
- There is a limit of 2 guests per visit

***If visitors show up without having pre-planned the visit, an outdoor visit can proceed at the home if they pass the screening however education on the protocol needs to be provided to the visitor for future visits. At this time, we're not able to facilitate short term absences. ***

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 visitor is requested to initiate this call.

During the visit:

- All visitors will wear a medical mask at all times during the visit (One will be provided for you)
- 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. No physical contact is permitted
- All visitors will wear a face shield in addition to their face masks for visits. (One will be provided for you)
- All visitors will perform hand hygiene when arriving for the visit
- All visitors will adhere to respiratory etiquette

Bringing items to a visit:

- Any food / beverages that are brought to the supported person during a visit will be received by staff, all food / beverages will be immediately removed from the packaging it is received in and placed on dishes from the home; all packaging will be disposed of. Any areas the packaging has touched will be disinfected and staff will perform hand hygiene.
- Gifts are permitted if they were discussed prior to the visit. 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 residential locations

Location of the visit:

- Visits will happen off-site; the employee arranging the visit will let all visitors know the location of the visit at the time the visit is booked
- Visits taking place on the property of the group home must take place outside, safe physical distancing must be maintained, family will wear a mask, chairs must be sanitized before use. Visitors will not have access to a washroom.

CLDN will:

- Support visits while protecting people supported and all employees
- Provide a 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 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

Overnight Visits**Booking a Visit:**

- As residents are expected to stay in their setting as much as possible absences from the setting are strongly discouraged.
- Essential overnight absence (e.g. to a family home) will be considered on an individual basis if necessary to maintain the health, wellness and safety, or any applicable legal rights.
- All visits must be pre-planned, with advanced notice.
- All requests for overnight visits must be made to the Team Leader of the home. The Team Leader will submit a request to the Opening Up Committee for further review. It could take up to 1 week for a decision to be made.
- Any person who attends an overnight visit must follow enhanced precautions for 14 days upon return.
- Not everyone supported by CLDN has the space / ability to follow these enhanced precautions which may restrict an overnight visit from being able to occur.

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