

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:

- All visits must be pre-scheduled at a time mutually agreed upon with the Team Leader 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

If visitors show up without having pre-planned the visit, the visit can proceed if they pass the screening however education on the protocol needs to be provided to the visitor for future visits

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 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:

- 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 in 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 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
- Some visits will happen off-site; the Team Leader / Manager will let all visitors know the location of the visit at the time the visit is booked
- Visits can be arranged to happen at the family's residence providing all of the above guidelines are followed. Visits must take place outside, safe physical distancing must be maintained, family will wear a mask, chairs must be sanitized before use.

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

The following are guidelines that all visitors must adhere to when taking people out for a Day visit:

Booking a Visit:

- All visits must be pre-scheduled at a time mutually agreed upon with the Team Leader or Manager of the program location
 - Visit times will be dependant on availability (Space, Staffing, other pre-scheduled visits or appointments)

If visitors show up without having pre-planned the visit, the visit can proceed if they pass the screening however education on the protocol needs to be provided to the visitor for future visits

Screening:

The visitor booking the visit 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.

Preparing for the visit:

- Staff will ensure that the person attending the visit is sent with a face mask, containers and utensils for take out food and hand sanitizer.
- Review and provide the visitor with a copy of CLDN's Take Out Protocol and Transportation Protocol.

During the visit:

- All visitors will wear a face mask at all times during the visit, except when eating. The supported person will wear a mask at all times, except when eating (if tolerated).
- All visitors will maintain a minimum of 2 meters (6 feet) physical distance from the person they are visiting.
- All visitors and the supported person will perform hand hygiene throughout the visit.
- All people will adhere to respiratory etiquette.
- Any takeout food / beverages that are bought from the restaurant during the visit will be immediately removed from the packaging it is received in and placed on dishes sent by the home; all packaging will be disposed of.

After the visit:

- The person supported will be screened upon returning home.
- Staff will compile a list in consultation with the visitor as to where the person visited and the names of other people whom were present.
- The person supported will wash their hands immediately upon returning home.
- Staff will continue with diligent monitoring twice daily.

Overnight Visits

Booking a Visit:

- 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.
- Requests for overnight visits will be considered on an individualized basis. Any person who attends an overnight visit must self-isolate for 14 days upon return.
- Not everyone supported by CLDN has the space to be able to self-isolate which may restrict an overnight visit from being able to occur.

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