

Lessening Restrictions – Phase I

Community Living Guelph Wellington is taking steps to lessen COVID-19 restrictions for the people we support, their families and our staff.

These steps will come in phases. Each phase will be reviewed by Wellington-Dufferin-Guelph Public Health, before putting into action, in an effort to ensure good health and safety for all involved.

In Phase 1, we will be offering pre-arranged, scheduled family visits. These visits will occur at our residences, and can begin as of June 18, 2020.

We recognize that there may be some instances where a visit at our residence may not be possible. Such instances could include a family member who experiences physical limitations that would make a visit to our residence difficult. Given extenuating circumstances, case by case consideration will be given to having a CLGW staff accompany a person we support to their family home for an outdoor visit, following the guidelines below.

Family visits will not occur if the residence is experiencing a COVID-19 outbreak.

Outdoor Family Visits – Rules and guidelines

The following are the rules and guidelines for family visits to a CLGW residence, to be followed by all involved.

1. All visitors must attest to having a negative COVID-19 test result, within the previous two weeks and subsequently not tested positive. CLGW is not responsible for providing the test.
2. There will be a designated space outside for family visits. At present, the backyard is the preferred location, whenever possible. The required physical distance will be clearly marked in the designated space prior to the visit.
3. Under no circumstances may the family visitor(s) enter the residence (such as use of the washroom).
4. Under no circumstances may the person supported by CLGW leave the property during the visit (such as going for a walk or a drive).
5. Family visitor(s) will be required to bring their own refreshments/snacks/lawn chairs/face masks and may not share these with the person supported. The person supported will bring their own drink/snack to the visit, should they want one.
6. Sanitizer will be provided for the family visitor(s) to use upon arrival and when leaving.

7. Any family visitor(s) must complete the Essential Visitor Screening Checklist (including temperature) before and after visiting. As per WDG Public Health, the pre-screen process (including temperature) must be completed by a CLGW staff member. This will take place outside the front entrance upon arrival and again upon leaving. CLGW staff will be wearing a mask and face shield for this process. If a family visitor answers yes to any of the questions, or has a temperature of 37.8°C or greater, the visit will have to be rescheduled and staff may advise the family visitor(s) to call Public Health to determine next steps. If a staff member is in doubt, contact the Site Supervisor/On-call Supervisor to determine if the visit can occur or not.
8. Family visits must be pre-arranged and scheduled through the Site Supervisor. Visits will be limited to 1 hour per week, per person supported in the residence. A maximum of two (2) family members may attend the visit. At the time of scheduling the visit, an alternate date/time will also be set in the event of inclement weather.
9. It will be the family's responsibility to call to schedule a time for the visit. This must be done at least three (3) days in advance of the visit.
10. The person supported and the family visitor(s) will practice physical distancing during the visit. A minimum of six (6) feet of distance will be practiced at all times. Family visitor(s) and the person supported (as tolerated) will also be required to wear a mask.
11. Absolutely no physical contact is permitted (hugs, hand holding, etc.) for the safety of everyone involved.
12. If we anticipate that the person supported will have difficulty maintaining physical distancing (as pre-determined by a risk assessment), a staff wearing a mask and shield will support them during the visit to support appropriate physical distancing. Alternatively, the person supported may sit inside, either in a doorway or beside a window, for the visit. Family visitor(s) would then sit outside the door or window, while maintaining six (6) feet of physical distance.
13. Only one person supported may attend the family visit at a time.
14. All surfaces will be sanitized after the visit is complete.
15. If family visitor(s) cannot or refuse to abide by these rules, a visit may be suspended at the discretion of any on-site staff. This visit suspension will be reviewed by the Site Supervisor, and the family visitor(s) will be contacted to discuss next steps for future visits.
16. Should family visitor(s) or the person supported begin to present **new** symptoms related to the Screening Checklist, the visit will be suspended immediately.