

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 began offering pre-arranged, scheduled outdoor visits. These visits occurred at our residences and began as of June 18, 2020. We then updated the outdoor visit guidelines on July 30, 2020. We have added indoor visit guidelines as of October 19, 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 or friend who experiences physical limitations that would make a visit to our residence difficult. Given extenuating circumstances, case by case consideration will be given, following the guidelines below.

Please note: the Ministry of Children, Community and Social Services may have restrictions and precautions in place that override the permitted activities listed here. Please consult for more details: <https://www.mcsc.gov.on.ca/en/mcsc/CongregateCare.aspx>

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

Indoor/Outdoor Visits – Rules and Guidelines

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

1. There will be a designated space for visits. The required physical distance will be arranged in the designated space prior to the visit.
2. Outdoor or indoor visits are being offered at this time.
3. If a residence does not have the space needed to physically distance during an **indoor visit**, in consultation with the Site Supervisor, a visit will be scheduled at a *designated CLGW location*.
4. Under no circumstances may the visitor(s) access other areas of the residence (such as use of the washroom).

5. Visitor(s) will be required to bring their own refreshments/snacks/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. Hand sanitizer will be provided for the visitor(s) to use upon arrival and when leaving.
7. Any 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 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 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. Anyone visiting is expected to review the [IPAC Package for visitors in Congregate Living Settings](#). If you have any questions about what is in this package and what is expected as a visitor, please ask at the time of scheduling your visit. Your questions may need to be forwarded to the Site Supervisor for greater clarity before the visit can be confirmed.
9. Should you need an accommodation to have a successful visit, please contact the Site Supervisor before scheduling your visit. They will review requests for accommodations and can approve certain circumstances on a case by case basis.
10. Visits must be pre-arranged and scheduled. To do so, please call the residence you are visiting. Please note: there are circumstances where a visit may be rescheduled (such someone feeling unwell). We will contact you in the event a visit needs to be rescheduled.
11. Visits will not occur if the residence is experiencing a COVID-19 outbreak.
12. It will be the visitor'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.
13. A maximum of two visits per week may occur.
14. At this time, indoor visits are being limited to just **once** per week. However, you may have one indoor and one outdoor visit, or two outdoor visits (up to a maximum of two total visits per week).
15. Each visit is limited to a maximum of 1 hour. A maximum of two (2) visitors may attend the visit.
16. The person supported and the visitor(s) will practice physical distancing during the visit. A minimum of six (6) feet of distance will be practiced at all times. Visitor(s) and the person supported (as tolerated) will also be required to wear a mask.
17. Absolutely no physical contact is permitted (hugs, hand holding, etc.) for the safety of everyone involved.
18. 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.
19. Only one person supported may attend the visit at a time.

20. All surfaces will be disinfected before and after the visit.
21. If 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 visitor(s) will be contacted to discuss next steps for future visits.
22. Should visitor(s) or the person supported begin to present **new** symptoms related to the Screening Checklist, the visit will be suspended immediately.
23. Visitors no longer need to attest to a negative COVID-19 test result in the 14 days leading up to the visit. However, if you have been feeling ill at all during the 14 days leading up to the visit, please call and reschedule.