

Indoor Visit GUIDELINES

Indoor Visit

- Residents/decision-makers can **designate up to 2 adults over the age of 18 for indoor visits** (family member, friend, companion, volunteer, support worker, power of attorney/trustee, agent, legal guardian, or other).
- If a designated visitor is unable to visit (e.g., self-isolation, out of town, or otherwise unable), residents/decision-makers may identify a temporary replacement.
- Indoor visits will not be supervised by AgeCare staff or volunteers.
- Visitors are permitted to bring one pet that is house trained, behaved, leashed, with no signs of illness, that does not come from a household at high risk of exposure to COVID-19, and must inform reception when booking that they are bringing a pet.
- Visitors are permitted to bring homemade or purchased gifts. Depending on the visitor's risk level, some gifts may need to be cleaned/disinfected by the visitor or quarantined for a period of time.

Screening Process

- All visitors must understand the risk of unknown exposure to COVID-19 for themselves and residents and assess health before visits. When entering, visitors must provide their name and contact information, and follow safe visiting practices, which include receiving a health assessment screening, having their temperature taken, completing proper hand hygiene, and bringing and wearing a mask.
- Visitors must notify AgeCare if any symptoms arise within 14 days of visiting with a resident. Entry may be refused if there is reason to believe an individual is not abiding by these responsibilities.
- Risk of COVID-19 transmission increases with physical touch. Visitors must practice safe physical touch and only while wearing masks and practicing hand hygiene. Stop close

contact and inform staff if residents/visitors become symptomatic.

- Risk level of physical touch for unknown exposure to COVID-19:**
 - Low risk** visitor may engage in safe physical touch with resident.
 - Medium risk** visitor may engage in safe physical touch if resident accepts the high risk.
 - High risk** physical touch is not recommended unless visitor is providing direct resident care and wearing PPE.

Time

- To ensure adequate physical distancing can be achieved, we are required to control the number of people in the community at a given time.
- Designated family/support persons and visitors must notify reception preferably 48-hours in advance but at least 24-hours to book a time slot.**
- Alternatively, designated family/support persons are encouraged to set a standing time each week with reception, in which case they do not need to call beforehand.
- Indoor visits can occur at any time **during reception hours** to ensure someone is available to provide a health screening.

Location

- If the resident resides in a private room, visits will occur in the resident suite.
- If the resident is in a shared room with another resident, this will require an agreement between residents and families on whether they agree to the shared risk of visiting in the same room. If not, AgeCare will provide an alternate designated space for visiting.
- Designated indoor visitation spaces must be **booked in advance with the reception team** as spaces will have a maximum capacity to allow for physical-distancing.

Indoor Visit CHECKLIST

Planning for Your Indoor Visit

Before Your Visit

- Resident has designated you as a visitor for indoor visits.
- Speak with the resident about the date/time they would like you to come.
- Notify reception of your upcoming visit preferably 48-hours in advance but at least 24-hours.

On the Day of Your Visit

- Assess your health to ensure you are feeling well and not experiencing any symptoms (fever, cough, shortness of breath, sore throat, runny nose, generally feeling unwell).
- Review and understand the [risk of unknown exposure](#) to you and your loved one.
- Bring a mask (if you plan on practicing safe physical touch, bring a 2nd mask to wear while exiting).
- Bring a pen to complete the required paperwork, including the screening process.

When You Arrive

- Complete hand hygiene.
- Put on mask.
- Provide name and contact information to the reception team.
- Complete Health Assessment Screening.
- Have temperature taken.
- Go directly to the resident suite or designated visiting space as advised by the reception team.

When You Leave

- Continue to wear mask or, if you practiced safe physical touch during your visit, place a new mask on before leaving the resident room.
- Let the reception team know you are leaving.
- Remove and discard of mask in designated area.
- Complete hand hygiene.