



## COVID-19 Visitor Guidelines

Welcome back to Thompson House! Please see the guidelines we have put into place to ensure that visits to our home consider the health and wellbeing of our residents and employees.

**Please Note:** These guidelines may change depending on current Toronto Public Health and Ministry of Long-Term Care recommendations.

## Types of Visitors

### Essential Visitors

An Essential Visitor is a person visiting a resident who is very ill and/or palliative or a person providing an essential service (i.e. maintenance, healthcare services, etc.). **Essential Visitors** include Caregivers and support workers.

A **Caregiver** is a type of **Essential Visitor** who has been designated by the resident and/or their Substitute Decision Maker and is visiting to provide direct care to the resident (i.e. family members who provide meaningful connections, privately hired caregiver, paid companions or translators). Documentation of who has been designated as a Caregiver must be included on the Resident Electronic Record.

Below are the guidelines for both **Essential Visitors** and **Caregivers**:

- **Essential Visitors** must be at least 18 years of age
- **Essential Visitors** are able to visit a resident inside the home without time limits without time limits
- **Essential Visitors** must provide proof of full COVID-19 vaccination status
- A **resident** may have a maximum of two Caregivers (confirm) visit at one time (*please note that the ability to maintain physical distancing from other residents in the room and in the building will need to be considered to ensure two Caregivers can be accommodated safely*)
- A **resident** may **only** have one **Caregiver** visit at a time if:
  - the home is in outbreak
  - the resident is self-isolating or symptomatic
  - Toronto Public Health and/or the Ministry of Long-Term Care has not advised suspending visits because the home is in an area that has been identified as having higher community spread

- **Essential Visitors** must complete training on Infection Prevention and Control provided by Thompson House prior to the first visit and then monthly thereafter.
- **Essential Visitors** may not visit any other resident or congregate living setting for 14 days after visiting another resident who is self-isolating or symptomatic; and/or another congregate living setting that is in an outbreak
- **Essential Visitors** will be required to verbally attest to the home that, in the last 14 days, they have not visited another Resident who is self-isolating or symptomatic; and/or another congregate living setting that is in an outbreak prior to entry
- **Essential Visitors** are not permitted to visit other resident rooms or any of the programs area

If you would like to have an individual added to a resident's electronic record as an Essential Visitor please contact **Jackie Miller, Program Manager at 416-447-7244 ext. 530.**

## General Visitors

A General Visitor is a person who is visiting a resident to provide non-essential services or for social reasons (i.e. family and/or friends). **A General Visitor is not considered an Essential Visitor.** Below are the guidelines for **General Visitors**;

- Residents may receive a visit from up to **2 General Visitors** at one time
- Visits from **General Visitors** will be permitted so long as the following criteria are met:
  - The home is not in outbreak
  - The resident is not self-isolating or symptomatic
  - Toronto Public Health and/or the Ministry of Long-Term Care has not advised suspending visits because the Home is in an area that has been identified as having higher community spread

## Visit Requirements

Thompson House must maintain the following requirements in order to allow visits to our home.

### Homes must not be in Outbreak

To continue to accommodate visits, our home must not be in outbreak. In the event that the status of our home changes and/or if there is a steady increase of local community COVID-19 cases, we will follow the guidance set out by the Chief Medical Health Officer, Toronto Public Health and the Ministry of Long-Term Care. Please note that Essential Visitors are permitted to visit at any time.

## Ensure Access to Visits is Equitable

Due to the physical limitations of the building and to support our efforts to continue to practice physical distancing, we ask that visitors continue to schedule their visits to ensure that we can accommodate all visit requests. Please call **Jackie Miller, Program Manager, at 416-447-7244 ext. 530** to schedule your visit.

## COVID-19 Testing Requirements

Visitors that will be entering the building to visit a resident must pass our testing requirements (i.e. Rapid Antigen Testing).

## Screening Questionnaire

When you arrive for your visit, our staff will take your temperature and ask you screening questions regarding any symptoms, travel and/or contact with others. You must pass this screener otherwise will not be permitted to visit. If you are unwell or think you may have been exposed to COVID-19, please do not visit our home and reschedule your visit. If you are unsure you can complete a Self-Assessment prior to your visit. **Complete a COVID-19 [Self Assessment](#).**

## Follow Infection Prevention and Control (IPAC) protocols

Visitors must follow current Infection Prevention and Control protocols as directed by the Home.

## Booking a Visit

General Visits may only be booked with **Jackie Miller, Program Manager at 416-447-7244 ext. 530** between the hours of **7:00 a.m. and 3:30 p.m. Monday to Thursday**. We encourage you to continue to book your visits outdoors if the weather permits. With the safety of our residents, staff and Home in mind, we have dedicated days and times to select floors to ensure an organized and safe visit.

## Additional Information For a Safe Visit

- As our home is busy during meals, we will not be scheduling any general visits during these times.
- If your visit is scheduled outdoors and there is inclement weather, we will either schedule your visit at the north entrance doors or we may need to reschedule it for another day. If you have been accessing virtual visits and plan to start in-person visits we may find the need to reduce the number of virtual visits you have

scheduled to ensure we can accommodate more families/visitors into the schedule.

- Please do not bring in any outside food or drinks during your visit. However, you may continue to drop off prepackaged items for residents.

We will do our best to accommodate all visit requests and we appreciate your patience and understanding as we work together for the benefit of all our Residents.

*Content Last updated July 2022*