

This policy is intended to guide safe visits in our lodges, and may be subject to temporary changes based on Public Health guidance, site outbreak status, or updates to Health Orders. Changes will be communicated to Residents and DSPs through regular communications.

## INDOOR VISITS – Summary

<b>Health Screening:</b>	Required prior to entry (subject to successful screening)
<b>Maximum Visitors:</b>	<b>2 per resident</b>
<b>Visiting Area(s):</b>	Resident room only
<b>Visiting Hours:</b>	Contact site for hours (availability Monday to Sunday)
<b>Pre-Scheduling:</b>	<b>Required</b> – Minimum <b>2</b> hour advance notice, subject to availability. Schedule by contacting site administration or book on-line at <a href="http://www.heartlandhousing.ca/visiting">www.heartlandhousing.ca/visiting</a>
<b>Allowed Visitors:</b>	<b>Designated Support Persons<sup>1</sup></b> (DSP) and/or,  <b>Other Visitors (re: social visits)<sup>2</sup></b> – When not an extenuating circumstance (re: end of life, change in health, pressing circumstance) these visitors are to be scheduled by the Resident or DSP. Non-DSP visitation is subject to general Public Health guidance and site outbreak status.
<b>Visiting Restrictions:</b>	<b>Outbreak Prevention/Under Investigation</b> – No restrictions for Allowed Visitors  <b>Confirmed Outbreak</b> – DSP's and others in extenuating circumstances only  <b>Public Health Guidance</b> – Provincial guidance on indoor gatherings may impact non-DSP in-room visits.
<b>Pets:</b>	Permitted for resident visits from households with no known exposure to COVID-19 or other illness with adherence to policy 2D.04 – Pets & Service Dogs.
<b>Non-Compliance:</b>	Will be reviewed on a case by case basis in accordance with resident responsibilities listed in the 'Agreement for Lodge Accommodation and

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<sup>1</sup> Designated Support Persons (DSP) - May include up to 2 adults (18+) designated by the resident who are essential to maintaining mental and physical wellness.

<sup>2</sup> Other Visitors – May include other family, friends, 1 accompanied minor, support persons, professionals, etc. Public Health guidance may impact non-DSP access to visitation.

Schedules'. This includes responsibility, while on lodge property, for visitors.

### Resident Responsibilities – Indoor Visits:

- **Resident Directed** - You are encouraged to find safe ways to maintain your wellness. This may include requesting your visitor to physically distance 2m (6'), wear a mask, asking them about their risk of unknown exposure to COVID-19 and/or declining any visit that does not match your risk tolerance. You may also within reason, change your two designated support persons anytime.
- **Scheduling Visits** – Please schedule all indoor visits by calling the front desk, book online or having a DSP schedule on your behalf. You or the DSP will also need to schedule Other Visitors (re: social visits).
- **Health Screening** – Perform a Self-Health Assessment prior to your visitor arriving and if feeling unwell before or during the visit, please phone the front desk.
- **Infection Controls**
  - **Hand Hygiene** - Perform hand hygiene before, during as appropriate and after you visit.
  - **Masks** (Optional) – Request a mask for your own use from the front desk. Recommended for physical distances less than 2m (6') and for 'Safe Physical Touch'.
  - **Food/Drink** – Please do not share any food or drink with your visitor.

### Visitor Responsibilities – Indoor Visits:

- **Resident Directed** - The resident may decline any visit at their sole discretion.
- **Scheduling Visits**
  - **Designated Support Persons (DSP)** - Pre-schedule all visits in consultation and collaboration with resident, including those for Other Visitors (re: social visits).
  - **Other Visitors (re: social visits)** – Visits are to be pre-approved and scheduled through the resident or DSP. The resident may decline any visit at their sole discretion. Non-DSP visitation is subject to general Public Health guidance and site outbreak status.
  - **Residents in Isolation** – DSP's may visit an isolating resident if they agree to wear appropriate PPE and understand the additional risks presented to the resident and themselves.
- **Visitor Health Screening and Risk of Unknown Exposure Assessment** – Must be completed prior to being allowed entry. **ALERT** – Visits will be postponed if unable to pass the screening.
  - **Risk Assessment** – Self-asses the risk of your visit and consult with the resident.
  - **Symptoms** - Notify the front desk of any COVID-19 symptoms (re: Visitor Screening Form) that arise during or within 14 days of your visit.
- **Infection Controls**
  - **Masks** - Wear a mask at all times in common areas (e.g. entry, hallways), any time 2m (6') of physical distance cannot be guaranteed and for 'Safe Physical Touch'.

- Please bring a minimum of 2 masks which may include homemade fabric masks.
- If removed during the visit, a fresh mask must be donned before exiting.
- **Hand Hygiene** - Perform hand hygiene before, during as appropriate and after your visit.
- **Physical Distance** - Maintain 2m (6') of space between yourself and the resident.
- **Travel to Room** – Please take the most direct route to the resident's room, minimize touching common area surfaces and do not visit with other residents.
- **Food/Drink** – Please do not share any food or drink with resident.
- **Supplies / Gifts** - Visitors may bring gifts/supplies for the resident, but they may be subject to sanitization or temporary quarantine upon entry at the discretion of site staff.

## OUTDOOR VISITS – Summary

<b>Health Screening:</b>	Required only if physical distance of 2m (6') cannot be guaranteed
<b>Maximum Visitors:</b>	<b>4 per resident</b>
<b>Visiting Area(s):</b>	Outdoor designated visiting areas (indoor access not permitted)
<b>Visiting Hours:</b>	9am to 7pm, Monday to Sunday
<b>Pre-Scheduling:</b>	<b>Not Required</b> – Subject to visiting hours and available outdoor space
<b>Allowed Visitors:</b>	Any 4 persons (includes minors)
<b>Visiting Restrictions:</b>	<b>Outbreak Prevention/Under Investigation</b> – No restrictions  <b>Confirmed Outbreak</b> – DSP's and others in extenuating circumstances only  <b>Public Health Guidance</b> – Provincial guidance on outdoor gatherings may impact non-DSP in-room visits.
<b>Pets:</b>	Permitted for resident visits from households with no known exposure to COVID-19 or other illness with adherence to policy 2D.04 – Pets & Service Dogs.
<b>Non-Compliance:</b>	Will be reviewed on a case by case basis in accordance with resident responsibilities listed in the 'Agreement for Lodge Accommodation and Schedules'. This includes responsibility, while on lodge property, for visitors.

## Resident Responsibilities – Outdoor Visits:

- **Resident Directed** - You are encouraged to find safe ways to maintain your wellness. This may include requesting your visitor to physically distance 2m (6'), wear a mask, asking them

about their risk of unknown exposure to COVID-19 and/or declining any visit that does not match your risk tolerance.

- **Planning Visits**
  - Only visit when not self-isolating and/or not experiencing any symptoms of COVID-19.
  - Please meet all visitors outside of the building.
  - **Please advise the front desk when leaving the building for an outdoor visit.**
- **Health Screening** – Perform a Self-Health Assessment prior to your visitor arriving and if feeling unwell before or during the visit, please phone the front desk.
- **Infection Controls**
  - **Hand Hygiene** - Perform hand hygiene before, during as appropriate and after your visit.
  - **Masks** (Optional) – Request a mask for your own use from the front desk. Recommended for physical distances less than 2m (6') and for 'Safe Physical Touch'.
  - **Food/Drink** – Please do not share any food or drink with your visitor.
- **Resident Outings** – If you left the property during your visit, please complete a required Health Screening and Risk of Unknown Exposure Assessment upon your return with site staff.

### Visitor Responsibilities – Outdoor Visits:

- **Resident Directed** - The resident may decline any visit at their sole discretion.
- **Planning Visits**
  - Outdoor visitors, other than pre-scheduled indoor DSP visits, are to remain outdoors (indoor access is not permitted).
  - Please be advised there are no accessible washrooms for outdoor visits.
  - Please meet the resident outside of the building.
  - Bring your own lawn chairs.
- **Visitor Health Screening and Risk of Unknown Exposure Assessment**
  - **Health Screening** - Only visit when not self-isolating and/or not experiencing any symptoms of COVID-19.
  - **Symptoms** - Notify the front desk of any COVID-19 symptoms (re: Visitor Screening Form) that arise during or within 14 days of your visit.
  - **Risk Assessment** - Self-asses the risk of your visit and consult with the resident.
- **Infection Controls**
  - **Visiting** - Only visit with the resident(s) you are supporting.
  - **Masks** - Wear a mask at all times when physical distancing of 2m (6') cannot be maintained and for 'Safe Physical Touch'.
    - Please bring a minimum of 2 masks which may include homemade fabric masks.
  - **Hand Hygiene** - Perform hand hygiene before and after your visit.

- **Physical Distance** - Maintain 2m (6') of space between yourself and the resident, this includes when seated. All benches are limited to resident use only and are limited to one-resident.
- **Food/Drink** – Please do not share any food or drink with resident.

