

## Visitors Policy, Updated October 2022

Sunnyside recognizes that being able to connect with family and friends is essential to the emotional health and well-being of the people who live at Sunnyside. We are committed to working with family and care partners to support these connections while maintaining a safe environment for residents and staff.

### Visiting Guidelines

- Every resident will have the opportunity to have visits
- Consideration will be given to equity (ensuring that residents receive what they need to be healthy and well), equality (ensuring that all residents have access) and safety of residents and staff.

### Types of Visitors at Sunnyside Home

- **General Visitors:** visits with a resident for a social reason.
- **Essential Visitor:** includes a person performing essential support services (such as food delivery, maintenance or health care services), visiting a very ill or palliative resident, government inspectors, and support workers.
- **Caregiver:** a type of essential visitor. Each resident and/or their substitute decision maker (SDM) may designate caregivers. Caregivers provide direct care and support to the resident, which may include assisting with meals, mobility, personal hygiene, cognitive stimulation and emotional support.
- **Outdoor Visitors:** visits with a resident outside the home for social reasons.

- **Window Visitors and Virtual Visitors:** individuals visiting a resident for a social visit at a window in a dedicated area or virtually on a video call. These visits are scheduled.

## **Protecting Yourself and Protecting Sunnyside**

Visitors are asked to follow these guidelines:

- Participate in active screening and surveillance testing upon entry and answer each question honestly.
- Wear the provided surgical mask at all times as well as other personal protective equipment, if required, at all times inside the building. Ensure the mask covers the nose, mouth and chin at all times and avoid touching the mask before performing hand hygiene.
- If a positive result is received on a rapid or PCR test after visiting Sunnyside, visitors are required to notify the Home immediately. Consideration will be made for emergency situations.
- Monitor for symptoms of COVID-19 and do not visit Sunnyside when you are unwell.
- Practice hand hygiene upon entering the building, before exiting and frequently while visiting. Hand sanitizer is available throughout the building.
- Practice physical distance of two metres (six feet) between other residents and groups of visitors at all times.
- Visitors may bring food or beverages into the Home for a resident, but they should not bring anything for themselves. Visitors must keep their mask on at all times.
- Refrain from purchasing food or drinks from the Sandhills Café.

- When in the community it is recommended that those visiting Sunnyside should practice hand hygiene, maintain physical distance and wear a mask in public spaces.

## **Outbreak Protocol:**

Even with robust safety measures in place, outbreaks may happen. In the event of an outbreak, Sunnyside Home will follow the direction of Public Health. Here is some guidance on the types of visitors and when they may access the Home:

- **Support Workers:**
  - can visit while not in outbreak
  - can visit when in outbreak
  - can visit when a resident is in isolation
- **General Visitor:**
  - there are no limits to the number of general visitors a resident can have while not in outbreak
  - are not permitted during an outbreak
  - are not permitted while a resident is in isolation
- **Essential Visitor and Caregiver:**
  - there are no limits to the number of essential visitors and caregivers that a resident can have while not in outbreak
  - depending on the direction given by Public Health during an outbreak, essential visitors and caregivers may visit
  - one caregiver can visit a resident in isolation

- **Outdoor Visitor:**

- there are no limits to the number of outdoor visitors a resident can have while not in outbreak
- outdoor visitors might be able to visit a resident while in outbreak, but this is done on a case-by-case basis
- outdoor visitors cannot visit a resident in isolation

- **Window Visitor:**

- there are no limits to the number of outdoor visitors a resident can have while not in outbreak
- window visitors might be able to visit a resident while in outbreak, but this is done on a case-by-case basis
- window visitors might be able to visit a resident while in isolation, but this is done on a case-by-case basis

## **Education Requirements for Visitors**

Before visiting and to the first visit and annually thereafter, caregivers are required to complete training on how to safely provide direct care, including donning and doffing PPE and hand hygiene.

Prior to the first visit and monthly thereafter, the Home will ask all visitors to verbally attest that they have read the Home's visiting policy in addition to completing the following training resources:

- Guidance document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
- Video entitled [Putting on Full Personal Protective Equipment](#).
- Video entitled [Taking off Full Personal Protective Equipment](#).

- Video entitled [How to Hand Wash.](#)

## **Ending a Visit and Prohibiting Visitors**

Sunnyside Home strives to ensure that visits will be a positive experience for the resident and the visitor. However, given the risk associated with the spread of COVID-19, Sunnyside Home will end a visit if a visitor fails to adhere to the Homes policy or the health and safety requirements.

If the concern continues and negatively impacts the health and safety of the resident or staff, visits may be temporarily prohibited.

## **Questions?**

Please contact the Sunnyside COVID Hotline at 519-893-8494 extension 6868 or email [SunnysideCOVIDResponse@Regionofwaterloo.ca](mailto:SunnysideCOVIDResponse@Regionofwaterloo.ca).

**Thank you for your support.**