

PROVINCE OF ONTARIO - COVID-19 VISITOR REQUIREMENTS

Amended June 18, 2020 at 7:00pm

In light of the continued health risk that CoVID-19 (the “**virus**” or “**coronavirus**”) poses to the population of Ontario and, in particular, the residents of long-term care and retirement homes, the Chief Medical Officer of Health for Ontario has issued a Directive containing a series of measures with which care homes, including St. Jacobs Place Retirement Residence (the “**Residence**”), are legally obligated to comply. These measures aim to balance the protection of residents, visitors and staff with the maintenance of the mental, physical and spiritual quality of life of residents.

THIS DOCUMENT OUTLINES THE MANDATORY DIRECTIONS OF THE CHIEF MEDICAL OFFICER OF HEALTH FOR ONTARIO (“CMOH”) AND THE POLICIES OF ST. JACOBS PLACE LIMITED IN RELATION TO VISITORS AND RESIDENT OUTINGS IMPLEMENTED IN ACCORDANCE WITH THESE MANDATORY DIRECTIONS.

Be aware that the CMOH has directed that failure to comply with these directions could result in the discontinuance of visitation-privileges for non-compliant parties.

1. Visitors

CMOH Mandatory Direction: Only one (1) visitor will be permitted to attend a particular resident suite at a time.

SJP Policy: Visiting hours at the Residence are from 1pm to 4pm and 8pm to 10pm daily. Visitors will not be permitted to congregate outside the Residence for the purpose of back-to-back visits to a resident. If a resident is expecting multiple visits within a single visitation period, the respective visitors should remain off-site until the previous visitor has exited the Residence and accompanying grounds.

The visitor must present themselves at the front entryway immediately upon arrival at the Residence. This is the only method of access to and egress from the Residence.

2. Negative Test.

CMOH Mandatory Direction: IT IS IMPORTANT TO **NOTE** that any visitor to the Residence must provide paperwork confirming that they have been tested for the virus within the two week period prior to their visit and received a negative result (i.e. the test shows that they don’t have the virus). This paperwork will likely include an online print-out from the test provider or a screenshot from the test provider. A visitor will not be allowed to enter the Residence without satisfactory paperwork.

For clarity, this two-week period runs from the date of the test not the date the test results are received. If the visitor has tested positive for the virus subsequent to such negative test, they will not be permitted to enter the Residence.

3. Screening.

CMOH Mandatory Direction: All visitors will be symptom-screened and have their temperature checked prior to entering the Residence, with the exception of first-responders attending the Residence in the event

of an emergency. Any person exhibiting symptoms consistent with a diagnosis of coronavirus will not be permitted to enter the Residence and will be advised to immediately return to their home, commence self-isolation and arrange to be tested in accordance with the then-current guidance of their local public health authority.

SJP Policy: The visitor will also be required to confirm their name, the name of the resident they are scheduled to visit, the approximate duration of the intended visit and time of departure from the Residence. These details will be recorded by St. Jacobs Place Limited for the purpose of facilitating the medical safety and other measures required by law, and provision of the same shall be deemed consent of the providing individual to such, and ancillary, collection, use and disclosure.

4. Attestation.

CMOH Mandatory Direction: In addition to providing evidence of a negative coronavirus test (see **Section 2** above), all visitors are required to attest that they are not experiencing typical or atypical symptoms of the virus prior to gaining entry to the Residence and attest to their understanding the Entry Education Requirements.

SJP Policy: Such attestation will be provided by signature on the Covid 19 Visitor Screening Form provided by the screener and signed by the visitor in the vestibule in the Residence. The visitor will be required to show the signed sheet to the member of staff responsible for screenings through the window of the vestibule prior to the visitor being admitted to the Residence. If the member of staff is satisfied with the screening and attestation in respect of the visitor, the screener will take a contact free temperature reading of the visitor and if acceptable as directed by CMOH, the screener will then call the resident to confirm whether they are prepared to receive the visitor and to remind the resident of the requirement that they fulfil the proper hand hygiene and PPE protocol in advance of the visitor's admittance to their suite.

5. Personal Protection Equipment ("PPE").

CMOH Mandatory Direction: Visitors are required to self-supply and correctly wear a surgical mask for the duration of their visit at the Residence, and wear a cloth face-mask (or surgical mask) while in contact with a resident outside the Residence (e.g. during a permitted outing). This protocol includes essential visitors who must request that their employer provided the requisite PPE.

SJP Policy: St. Jacobs Place Limited will not provide PPE for visitor-use. Our supply is necessarily limited by the low availability levels and is reserved for the use of staff members and residents which is essential to the ongoing operation of the Residence.

6. Visit Conduct.

CMOH Mandatory Direction / SJP Policy: The following rules apply to the conduct of visitors during a visit with a resident:

- a. immediately following admission and prior to undertaking the scheduled visit, the visitor must use the alcohol-based hand sanitizer provided and wash their hands with soap in the bathroom of the resident's suite;

- b. A visitor must avoid physical or social contact with any other resident, visitor or staff member. No visits or meetings by visitors with staff or management will be permitted;
- c. other than the suite of the resident being visited, the only place within the Residence that visitors are permitted to be is in the hallways for the sole purpose of gaining access to and egress to that suite, the visitor must move as expediently as possible through the hallways. The common areas are not to be used for the purpose of visits. Due to the limited space available within the Residence compliance with this rule is essential for maintaining adequate physical distancing;
- d. the Residence does not have sufficient space to make an outdoor visitation area available. However, please note that outings are permitted subject to compliance with the requirements outlined in **Section 7** below;
- e. the applicable PPE must be worn throughout the duration of the visit. It may only be removed once the visitor has exited the Residence and is unaccompanied by a resident or staff member;
- f. scooters may not be used to effect visits until further notice;
- g. physical distancing of no less than two (2) metres must be maintained at all times during the visit; and
- h. visitors must make all reasonable efforts to observe the following respiratory etiquette practices when sneezing or coughing:
 - i. turning the head away from others;
 - ii. maintaining a two (2) metre separation from others;
 - iii. covering the nose and mouth with tissue;
 - iv. immediate disposal of tissues into waste after use; and
 - v. immediate hand hygiene after disposal of tissues.

7. Outings.

CMOH Mandatory Direction: Short absences from the Residence will only be permitted if the:

- a. resident satisfies the screening requirements outlined in **Section 3** every time they enter the Residence;
- b. resident makes the attestation outlined in **Section 4**;
- c. resident signs in / out upon exit from and entry to the Residence;
- d. absence is limited to a maximum of twelve (12) consecutive hours in length;
- e. absence does not include an overnight element; and
- f. resident wears a cloth mask for the duration of the outing,

all outings not in compliance with the foregoing are prohibited by the CMOH's mandatory directions.

8. Self-Isolating Residents.

SJP Policy: St. Jacobs Place Limited acknowledges that some residents may wish to continue isolating themselves for the duration. Accordingly, the rear garden outdoor space at the Residence has been reserved for the safe and exclusive use of such residents. For clarity, residents who receive visitors and/or make outings from the Residence will not be allowed access to this space. This is so that self-isolating residents can ensure they avoid exposure to the virus via indirect contact with the general public while continuing to benefit from the Residence's facilities to the maximum extent possible for the preservation of their own emotional, physical and spiritual well-being.

9. Outbreak.

CMOH Mandatory Direction: In the event of an outbreak (i.e. one or more laboratory-confirmed cases of coronavirus in a resident or staff member) or where one or more resident is symptomatic, all visits will be suspended indefinitely with the exception of essential visitors (e.g. food delivery services, government inspectors, health care providers). If a resident is removed from the Residence by their family member(s) during an outbreak or an outbreak occurs during that resident's absence from the Residence with family member(s), that resident shall not be re-admitted to the Residence until the outbreak is over. These protocols have are those directed by the CMOH as being mandatory.

This document is subject to continual review and will be amended and re-issued as the CoVID-19 situation develops. Any such updates will be provided to residents and their Attorney(s) (where applicable) via e-mail blast, web-link and printed handouts delivered to each suite within the Residence.

EFFECTIVE DATE: JUNE 18, 2020.