

# COVID-19 UPDATES

## Essential Caregiver Visitors and General Visitors

### County of Elgin Long-Term Care Homes

To: Families, Substitute Decision-Makers of County of Elgin Long-Term Care Homes

From: Michele Harris, Director of Homes and Seniors Services

Date: **July 5, 2021**

Subject: COVID-19 Updates – Essential Caregiver and General Visitors

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Dear Families, Substitute Decision Makers and General Visitors,

On June 29, 2021, the Ministry of Long-Term Care provided Long-Term Care Homes with information regarding changes to visits and absences for general visitors and essential caregiver visitors that will come into effect on Wednesday, July 7, 2021.

We are looking forward to implementing these exciting updates and thank you for your patience as our Homes work towards safely implementing these changes for residents, general visitors and essential caregiver visitors.

#### The following changes will come into effect on Wednesday, July 7, 2021:

- The limit of two (2) designated essential caregivers per resident is removed. Processes to designate persons as essential caregivers continue to be in place. Additional designation of caregivers should be made in writing to the Home. A maximum of two (2) caregivers per resident may visit inside the Home at a time.
- If a resident is in isolation or is symptomatic, or if the resident resides in a declared outbreak area, then the resident is allowed to have one (1) caregiver visit at a time.
- Up to ten (10) people (including caregivers and general visitors) at a time can come for an **outdoor visit** with a long-term care home resident (**space permitting**). Outdoor visits **still need to allow for physical distancing** among and between groups. For outdoor visits, general visitors do not require to be rapid tested but must pass active screening.
- All residents may have up to two (2) general visitors and 2 caregivers at a time for an **indoor visit**. For indoor visits (or if the general visitor needs to enter the Home for any reason), general visitors must have a rapid antigen test completed with negative results for COVID-19 **prior to being granted entry into the Home**.
- Children under the age of two (2) are not considered a visitor, there is not a requirement for testing for those who are entering the Home.
- **Cohorting** of residents can be relaxed during outdoor activities. Residents should still follow public health measures whenever possible including **masking (as tolerated) and physical distancing** if the LTC Home does not meet the immunization coverage rate (85% of residents and 70% of employees fully immunized).
- With the majority of residents being fully vaccinated, active screening of residents will be reduced to once a day.

The following processes remain in place to support safe visits at the Home:

- **COVID-19 Vaccines: New** - Onsite COVID-19 vaccines for essential caregiver visitors are now available at the Long-term care home. Please speak to the Manager of Resident Care at the Home for more information.
- Please self screen for COVID-19 (<https://covid-19.ontario.ca/self-assessment/>) or other illness prior to attending the Home. If you are unwell, please reschedule your visit.



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- Children under the age of two years do not count towards the general visitor maximum, but must adhere to all restrictions (excluding mask).
- All visitors need to be actively screened upon arrival at the entrance to the Home.
- General and essential caregiver visitors must complete mandatory education prior to their first visit; and monthly thereafter.
- General visitors need to maintain physical distancing and wear masks, and must not be closer than 6 feet to other/different groups of visitors.
- Each Home has identified outdoor visit space(s) with seating. Visitors are asked to come prepared for the weather – sun hat, sun screen, sweater/jacket, etc. and to ensure that food and fluid is consumed prior to/following your visit.
- If the weather is inclement (rain, thunder storm, heat alert, etc.) please reschedule your visit.
- General visitor outdoor visits will be scheduled between 10 a.m. – 12 noon and 1 p.m. – 7 p.m. with last visit ending at 7 p.m. Visits will be scheduled and will include screening, education, visit, and cleaning of the visit area by staff. It is anticipated that the visit schedule will book up quickly so be sure to arrive and leave on time.
- General visitors may book outdoor visits utilizing the “appointlet” visitor booking system as outlined below :
  - This is the link to electronically schedule/book your outdoor visit :  
<https://county-of-elgin-homes.appointlet.com>
  - Please book one appointment per week maximum and check back where last-minute appointments may be available or additional visits accommodated.
  - We will continue to assess interest and availability of outdoor visits to meet the needs of residents and their loved ones
  - If you are unable to schedule/book your appointment electronically, please contact the Home as outlined below :

**Bobier Villa**

- 519 671-0289
- [bvvisits@elgin.ca](mailto:bvvisits@elgin.ca)

**Elgin Manor**

- 226 377-6564
- [emvisits@elgin.ca](mailto:emvisits@elgin.ca)

**Terrace Lodge**

- 519 641-9135
- [tlvisits@elgin.ca](mailto:tlvisits@elgin.ca)

When the province enters Step 3 of the Broader Reopening Plan (exact timing unknown), additional changes will be communicated.

If you have any questions regarding visiting, absences and infection prevention and control measures please feel free to speak to a manager of the Home.

Sincerely,

Michele Harris, Director of Homes and Seniors Services



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