

 <p><b>Scenario 1</b> <b>Visitations</b></p> <p><i>Please review Directive #3 and the Retirement Home COVID-19 Visiting Policy for full details on PPE, IPAC and other requirements.</i></p> <p><i>A Public Health Unit (PHU) has the ability to advise further restrictions or requirements.</i></p> <p><i>Where co-located with a long-term care home, retirement homes should align where possible or take the more restrictive visiting policy unless otherwise advised by the local PHU.</i></p>	<p><b>NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)</b></p> <p><i>All homes must meet these baseline requirements. Homes NOT in outbreak must also determine if the public health unit in which they are situated is in level Orange, Red, or Grey level. If it is, the home must follow baseline requirements AND the requirements applicable to their colour.</i></p>	<p><b>OUTBREAK</b></p> <p>Homes IN outbreak</p>	<p><b>ORANGE (RESTRICT)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Orange level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>RED (CONTROL)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Red level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>GREY (LOCKDOWN)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Grey level.</p> <p><i>Homes must follow the rules below.</i></p>	<p>Residents who are self-isolating for 14 days under Droplet and Contact Precautions or are symptomatic with COVID-19 symptoms.</p>
<p><b>Allowing General Visitors (non-essential visitor)</b></p> <p>A general visitor is a person who is <b>not an essential visitor</b> and visits:</p> <ul style="list-style-type: none"> <li>To provide non-essential services (may or may not be hired by the home or the resident and/or their substitute decision maker);</li> <li>For social reasons (e.g., family members or friends); and/or</li> <li>A prospective resident taking a tour of the home.</li> </ul>	<p>A maximum of two (2) general visitors per resident at a time may visit that resident.</p> <p><b>Must meet baseline requirements:</b></p> <ul style="list-style-type: none"> <li>The home has developed procedures for the resumption of visits and a process for communicating these procedures with residents, families and staff, including but not limited to infection prevention and control (IPAC), scheduling and any setting-specific policies. Dedicated areas for both indoor and outdoor visits to support physical distancing between residents and visitors.</li> <li>Protocols to maintain the highest of IPAC standards prior to, during and after visits.</li> <li>A list of visitors available for relevant staff to access.</li> <li>Protocols for record keeping of visitations for contact tracing purposes.</li> </ul>	<p>Not permitted. Homes must follow all CMOH directives for homes in outbreak and directions from their local PHU.</p> <p>When a local PHU declares an outbreak in a home, they may also advise further restrictions on visitors in part or all of the home, depending on the specific situation.</p>	<p>Not permitted.</p> <p>A PHU may also advise further restrictions on visitors in part or all of the home, depending on the specific situation.</p>	<p>Not permitted.</p> <p>A PHU may also advise further restrictions on visitors in part or all of the home, depending on the specific situation.</p>	<p>Not permitted.</p> <p>A PHU may also advise further restrictions on visitors in part or all of the home, depending on the specific situation.</p>	<p>Not permitted.</p> <p>A PHU may also advise further restrictions on visitors in part or all of the home, depending on the specific situation.</p>

# Scenario Matrix: Retirement Home Covid-19 Visiting Policy



Scenario 1 Visitations	NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)	OUTBREAK	ORANGE (RESTRICT)	RED (CONTROL)	GREY (LOCKDOWN)	Residents who are self-isolating for 14 days under Droplet and Contact Precautions or are symptomatic with COVID-19 symptoms.
<p><b>Allowing Essential Visitors</b></p> <p>An essential visitor is a person performing essential support services (eg. Food delivery, inspector, maintenance, or health care services (eg., phlebotomy) or a person visiting a very ill or palliative resident. In addition to a person visiting a very ill or palliative resident, there are two types of essential visitors:</p>	<p>Meets baseline requirements above.</p>	<p>Homes must adhere to the requirements in any applicable directives issued by the Chief Medical Officer of Health (CMOH) and directions from their local PHU. This may include direction to take additional measures to restrict access and duration of visits during an outbreak or when the PHU deems necessary under the COVID-19 response framework: keeping Ontario safe and open (Provincial Framework). Please note that persons visiting a very ill or palliative resident are allowed in the home under any level and do not constitute caregivers or support workers.</p>				
<p><b>1 Support Workers (Essential Visitor)</b></p> <p>An essential visitor who is brought into the home when there are gaps in services to perform essential services for the home or for a resident in the home.</p>	<p>Any number of support workers may visit a resident in a home.</p>	<p>Any number of support workers who are care providers (regulated health professionals or unregulated care providers) may visit a resident in a home at a time.</p> <p>A maximum of one (1) support worker who is NOT a care provider per resident may visit at a time.</p>	<p>Any number of support workers who are care providers (regulated health professionals or unregulated care providers) may visit a resident in a home at a time.</p> <p>A maximum of one (1) support worker who is NOT a care provider per resident may visit at a time.</p>	<p>Any number of support workers who are care providers (regulated health professionals or unregulated care providers) may visit a resident in a home at a time.</p> <p>A maximum of one (1) support worker who is NOT a care provider per resident may visit at a time.</p>	<p>Any number of support workers who are care providers (regulated health professionals or unregulated care providers) may visit a resident in a home at a time.</p> <p>A maximum of one (1) support worker who is NOT a care provider per resident may visit at a time.</p>	<p>Any number of support workers may visit a resident in a home.</p>

# Scenario Matrix: Retirement Home Covid-19 Visiting Policy

**2** Caregiver (Essential Visitor)

An essential visitor who is designated by the resident and/or their substitute decision-maker and visits to provide direct care to the resident.

Maximum of two (2) caregivers per resident may visit at a time.

A maximum of one (1) caregiver per resident may visit at a time.

If two (2) caregivers live together, they may visit a resident at the same time.

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# Scenario Matrix: Retirement Home Covid-19 Visiting Policy ① ② ③ ④ ⑤

Scenario 1 <b>Visitations</b>	NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)	OUTBREAK	ORANGE (RESTRICT)	RED (CONTROL)	GREY (LOCKDOWN)	Residents who are self-isolating for 14 days under Droplet and Contact Precautions or are symptomatic with COVID-19 symptoms.
<p><b>Allowing Personal Care Service Providers (non-essential visitor)</b></p> <p>A personal care service provider is a person who is <b>not an essential visitor</b> and visits to provide personal services to residents such as hair dressing and nail care.</p>	<p>A maximum of one (1) personal care service provider per resident at a time.</p> <p>Personal care service providers that support only the retirement home (e.g., provide services on-site at one location) may continue to visit homes.</p>	<p>Not permitted.</p>	<p>A maximum of one (1) personal care service provider per resident at a time.</p> <p>Personal care service providers that support only the retirement home (e.g., provide services on-site at one location) may continue to visit homes.</p>	<p>Not permitted.</p>	<p>Not permitted.</p>	<p>Not permitted.</p>

 <p>Scenario 2 <b>Absences</b></p> <p>Please review Directive #3 and the Retirement Home COVID-19 Visiting Policy for full details on PPE, IPAC, requirements.</p> <p>A local PHU may also advise further restrictions in part or all of the home, depending on the specific situation.</p> <p>Where co-located with a long-term care home, retirement home should align where possible or take the more restrictive visiting policy unless otherwise advised by the local PHU.</p>	<p><b>NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)</b></p> <p>All homes must meet these baseline requirements. Homes NOT in outbreak must also determine if the public health unit in which they are situated is in level Orange, Red or Grey. If it is, the home must follow baseline requirements AND the requirements applicable to their colour.</p>	<p><b>OUTBREAK</b></p> <p>Homes IN outbreak</p>	<p><b>ORANGE (RESTRICT)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Orange level.</p> <p>Homes must follow the rules below.</p>	<p><b>RED (CONTROL)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Red level.</p> <p>Homes must follow the rules below.</p>	<p><b>GREY (LOCKDOWN)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Grey level.</p> <p>Homes must follow the rules below.</p>	<p>Residents who are self-isolating for 14 days under Droplet and Contact Precautions or are symptomatic with COVID-19 symptoms.</p>
<p><b>Absence that does NOT include an overnight stay.*</b></p> <p>*A single-night emergency room visit does not trigger overnight absence requirements.</p>	<p>Residents are permitted to leave the home for an absence that does not include an overnight stay (e.g., absences with friends or family, shopping, medical appointments, filling prescriptions, taking walks, etc.) if:</p> <ul style="list-style-type: none"> <li>The local PHU has not directed the home to cease absences.</li> <li>The home is compliant with all CMOH directives and direction from the PHU.</li> <li>Upon return to the home, residents must be actively screened and monitored for symptoms but are not required to be tested or self-isolate.</li> <li>Residents must wear a face covering/ mask at all times when outside of the home (if tolerated) and be reminded about the</li> </ul>	<p>Hold on starting new absences.</p> <p>Short absences for essentials (e.g. groceries, medical appointments, filling prescriptions) may be continued.</p>	<p>Residents may be permitted to leave the home for walks or essentials (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>Residents may be permitted to leave the home for walks or essentials (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>Residents may be permitted to leave the home for walks or essentials (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>None.</p>

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importance of public health measures including physical distancing. The resident is responsible for supplying a face covering/ mask while they are on absences. The home may, at its discretion, opt to supply face coverings/masks for absences.

- Education on all required protocols for short absences, such as IPAC and PPE, will be provided by the home.

[Redacted]

[Redacted]

# Scenario Matrix: Retirement Home Covid-19 Visiting Policy



Scenario 2 Absences	NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)	OUTBREAK	ORANGE (RESTRICT)	RED (CONTROL)	GREY (LOCKDOWN)	Residents who are self-isolating for 14 days under Droplet and Contact Precautions or are symptomatic with COVID-19 symptoms.
<p><b>Absence includes at least one overnight stay*</b></p> <p><i>*A single-night emergency room visit does not trigger overnight absence requirements.</i></p>	<p>An absence that includes an overnight stay is permitted if:</p> <ul style="list-style-type: none"> <li>Residents must wear a face covering/ mask at all times when outside of the home (if tolerated) and be reminded about the importance of public health measures including physical distancing. The resident is responsible for supplying a face covering/ mask while they are on absences. The home may, at its discretion, opt to supply face coverings/masks for absences.</li> <li>Education on all required protocols for short absences, such as IPAC and PPE, will be provided by the home to the resident prior to their absence.</li> <li>Upon return to the home, residents must self-isolate for 14 days under Droplet and Contact Precautions, but are not required to be tested upon re-entry to the home.</li> <li>Residents who are self-isolating for 14 days following an overnight stay may not receive general visitors, leave the home for short absences or for overnight stays.</li> </ul>	<p>Overnight absences not allowed.</p> <p>Hold on new absences.</p>	<p>Overnight absences not allowed.</p> <p>Retirement home residents may be permitted to leave the home for a few hours to meet essential needs (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>Overnight absences not allowed.</p> <p>Retirement home residents may be permitted to leave the home for a few hours to meet essential needs (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>Overnight absences not allowed.</p> <p>Retirement home residents may be permitted to leave the home for a few hours to meet essential needs (e.g., groceries, medical appointments, filling prescriptions).</p>	<p>Upon return to the home, residents must self-isolate for 14 days under Droplet and Contact Precautions, but are not required to be tested.</p> <p>Residents who are self-isolating for 14 days following an overnight stay may not receive general visitors, leave the home for short absences or for overnight stays.</p>

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 <p><b>Scenario 3</b> <b>New Admissions &amp; Readmissions</b></p> <p><i>Please review Directive #3 and the Retirement Home COVID-19 Visiting Policy for full details on PPE, IPAC, requirements. A local PHU may also advise further restrictions in part or all of the home, depending on the specific situation.</i></p> <p><i>Where co-located with a long-term care home, retirement home should align where possible or take the more restrictive visiting policy unless otherwise advised by the local PHU.</i></p>	<p><b>NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)</b></p> <p><i>All homes must meet these baseline requirements. Homes NOT in outbreak must also determine if the public health unit in which they are situated is in level Orange, Red or Grey. If it is, the home must follow baseline requirements AND the requirements applicable to their colour.</i></p>	<p><b>OUTBREAK</b></p> <p>Homes IN outbreak</p>	<p><b>ORANGE (RESTRICT)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Orange level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>RED (CONTROL)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Red level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>GREY (LOCKDOWN)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Grey level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>14 day isolation requirement</b></p>
<p><b>Admission from community or hospital.</b></p>	<p>Allowed if:</p> <ul style="list-style-type: none"> <li>All admissions and transfers need to be tested for COVID-19 in accordance with the COVID-19 Provincial Testing Requirements Update.</li> <li>A plan to ensure the resident being admitted (except for those who have cleared COVID-19) can complete 14 days of self-isolation, under</li> </ul>	<p>Not allowed.</p> <p>Under exceptional circumstances, admissions may take place during an outbreak if:</p>	<p>Allowed.</p>	<p>Allowed.</p>	<p>Allowed.</p>	<p><b>Yes</b>, if tested and received negative result, still must isolate for 14 days. A negative result does not rule out the potential for incubating illness and all new residents who have</p>

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## Droplet and Contact Precautions

- Individuals must be placed in a single room on admission to complete their 14-day self-isolation
- Other COVID-19 preparedness measures:
- If in Green, an admission from the hospital may occur without the required 14-day self-isolation period provided that neither the hospital and the home are experiencing an outbreak and both the hospital and the home are located in Green (Prevent) areas. This transfer may occur if the individual has had a negative COVID-19 test within 24 hours of transfer. In the event that the test result is not available within the 24-hour period, the transfer can occur but the individual must remain in isolation at home until a negative test result is received. If this test result is positive, the individual must continue their self-isolation and the home must contact their local public health unit.

- It is approved by the local public health unit; and
- There is concurrence between the home, public health and hospital.

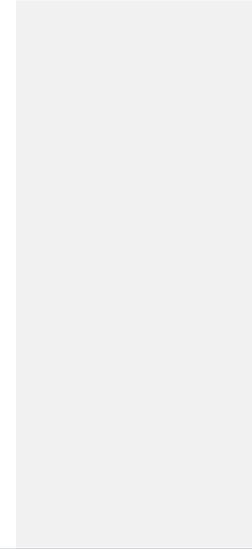
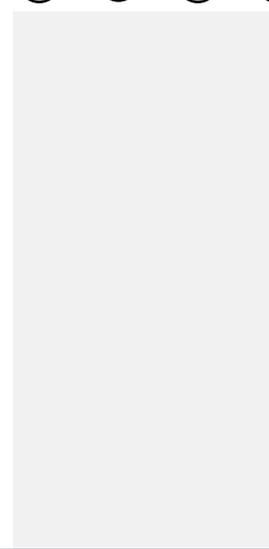
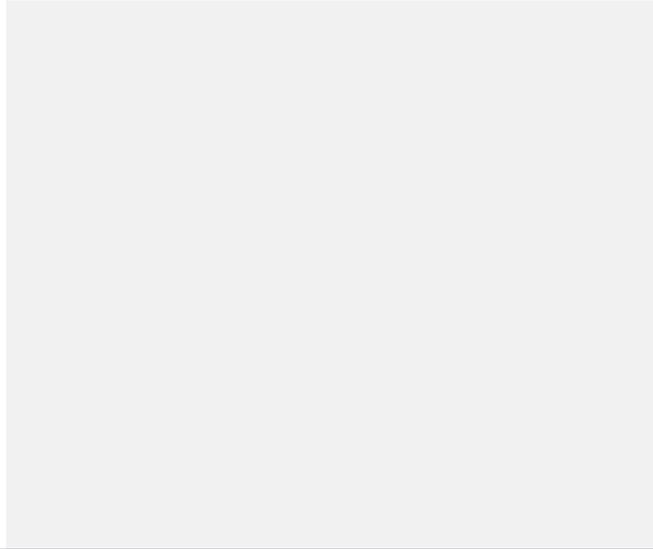
not been previously cleared of COVID-19 must remain in isolation under Droplet and Contact Precautions for a 14-day period following arrival.

## EXCEPTIONS TO SELF ISOLATION REQUIREMENT:

- Individuals who have previously had lab-confirmed COVID-19 and have been cleared by the local PHU within the last 90 days prior to the admission do not need to be re-tested and are exempted from self isolation.
- If in Green, an admission from a hospital may occur without the required 14-day self-isolation period provided that neither the hospital and the home are experiencing an outbreak and both the hospital and the home are located in Green (Prevent) areas. This transfer may occur if the individual has had a negative COVID-19 test within 24 hours of transfer.
- In the event that the test result is not available within the

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24-hour period, the transfer can occur, but the individual must remain in isolation in the home until a negative test result is received. If this test result is positive, the individual must continue their self-isolation and the home must contact their local public health unit.

<p><b>Scenario 4</b></p> <p><b>Requirements for Social Activities</b></p> <p><i>Please review Directive #3 and the Retirement Home COVID-19 Visiting Policy for full details on PPE, IPAC, requirements.</i></p> <p><i>A local PHU may also advise further restrictions in part or all of the home, depending on the specific situation.</i></p> <p><i>Where co-located with a long-term care home, retirement home should align where possible or take the more restrictive visiting policy unless otherwise advised by the local PHU.</i></p>	<p><b>NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)</b></p> <p><i>All homes must meet these baseline requirements. Homes NOT in outbreak must also determine if the public health unit in which they are situated is in level Orange, Red or Grey. If it is, the home must follow baseline requirements AND the requirements applicable to their colour</i></p>	<p><b>OUTBREAK</b></p> <p>Homes IN outbreak</p>	<p><b>ORANGE (RESTRICT)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Orange level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>RED (CONTROL)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Red level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>GREY (LOCKDOWN)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Grey level.</p> <p><i>Homes must follow the rules below.</i></p>
	<p>Social activities where public health measures can be maintained are permitted if they are:</p> <ul style="list-style-type: none"> <li>Consistent with CMOH Directives, provincial orders, including group</li> </ul>	<ul style="list-style-type: none"> <li>Not permitted.</li> </ul>	<p>Social activities where public health measures can be maintained are</p>	<p>Social activities where public health measures can be</p>	<p>No indoor organized social gatherings or activities, except with</p>

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size\*, and any additional advice from the local PHU.

- Organized in such a way to maximize resident and staff safety. Home must ensure Participants and activity facilitators:
  - Wear face coverings/masks (if tolerated)
  - Maintain physical distancing of at least two metres at alltimes;
  - Adhere to IPAC measures;
  - Conduct activities in designated areas; and
  - Ensure enhanced environmental cleaning of designated areas prior to and following activities

Retirement Homes are subject to the Ontario government’s restrictions on social gatherings\*:

*\*This does not apply to communal dining in Retirement Homes*

permitted if they are:

- Consistent with CMOH Directives, provincial orders, including group size, and any additional advice from the local PHU.
- Organized in such a way to maximize resident and staff safety. Home must ensure Participants and activity facilitators:
  - Wear face coverings/masks (if tolerated);
  - Maintain physical distancing of at least two metres at all times;
  - Adhere to IPAC measures;
  - Conduct activities in designated areas; and
  - Ensure enhanced environmental cleaning of designated areas prior to and following activities.

Retirement Homes are subject to the Ontario government’s restrictions on social gatherings per the

maintained are permitted if they are:

- Consistent with CMOH Directives, provincial orders, including group size, and any additional advice from the local PHU.
- Organized in such a way to maximize resident and staff safety. Home must ensure Participants and activity facilitators:
  - Wear face coverings/masks (if tolerated);
  - Maintain physical distancing of at least two metres at all times;
  - Adhere to IPAC measures;
  - Conduct activities in designated areas; and
  - Ensure enhanced environmental cleaning of designated areas prior to

members of the same household (eg. a suite in the retirement home).

- Organized social gatherings or activities are not permitted indoors, but this does not preclude residents from meeting or using a common area of the home.
- The use of common areas should be determined by the room’s capacity based on the user’s ability to physically distance appropriately, and should be accompanied by usual preventative measures, such as masking and hand hygiene.

Retirement Homes are subject to the Ontario government's restrictions on social gatherings per the Green, Yellow, Orange, Red and Grey group size limits.

# Scenario Matrix: Retirement Home Covid-19 Visiting Policy

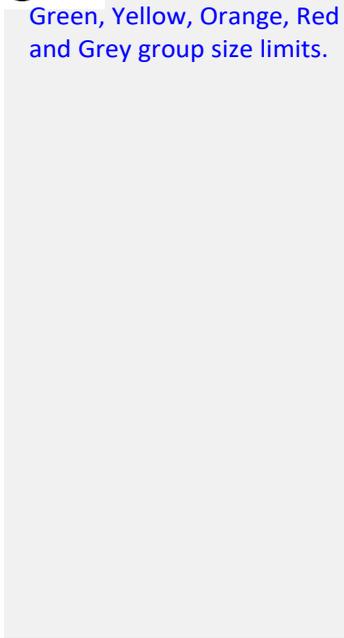
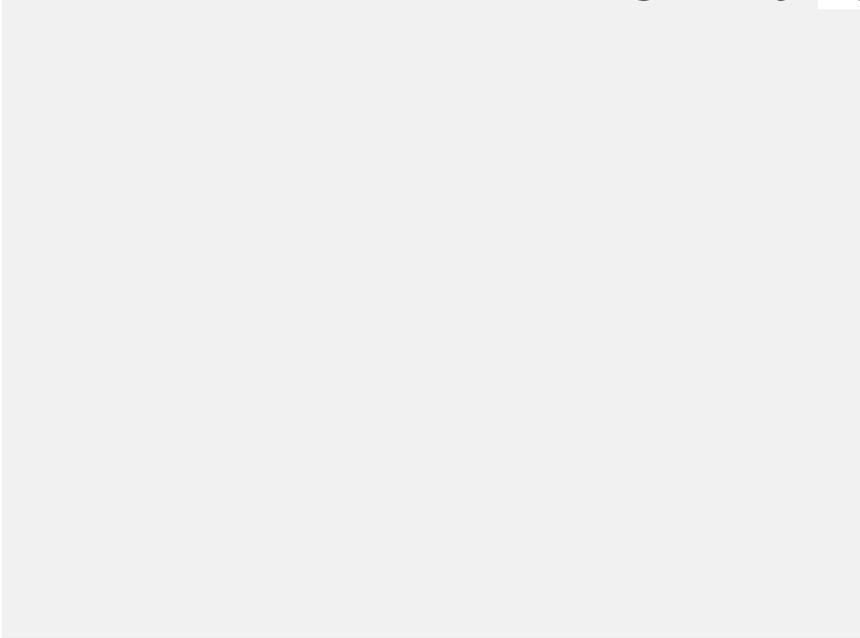
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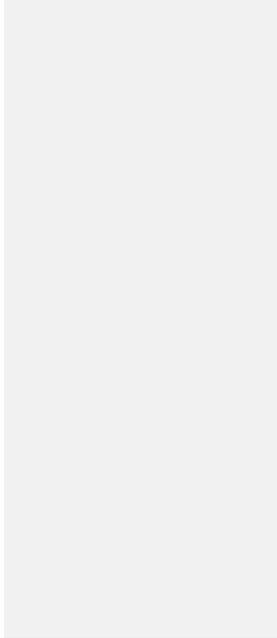
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Green, Yellow, Orange, Red and Grey group size limits.

and following activities.  
Retirement Homes are subject to the Ontario government's restrictions on social gatherings per the Green, Yellow, Orange, Red and Grey group size limits.



 <p>Scenario 5</p> <p><b>Requirements for Tours</b></p> <p><i>Please review Directive #3 and the Retirement Home COVID-19 Visiting Policy for full details on PPE, IPAC, requirements</i></p> <p><i>A local PHU may also advise further restrictions in part or all of the home, depending on the specific situation.</i></p> <p><i>Where co-located with a long-term care home, retirement home should align where possible or take the more restrictive visiting policy unless otherwise advised by the local PHU.</i></p>	<p><b>NOT IN OUTBREAK AND IN GREEN (PROTECT) OR YELLOW (PREVENT)</b></p> <p><i>Homes NOT in outbreak must also determine if the public health unit in which they are situated is in level Orange, Red or Grey. If it is, the home must follow baseline requirements AND the requirements applicable to their colour.</i></p>	<p><b>OUTBREAK</b></p> <p>Homes IN outbreak</p>	<p><b>ORANGE (RESTRICT)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Orange level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>RED (CONTROL)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Red level.</p> <p><i>Homes must follow the rules below.</i></p>	<p><b>GREY (LOCKDOWN)</b></p> <p>Home is NOT in outbreak but is located in a region designated as Grey level.</p> <p><i>Homes must follow the rules below.</i></p>
<p><b>Virtual tours should be implemented as much as possible.</b></p>	<p>Tour group should be limited to the prospective resident or couple plus one other individual.</p> <p>All tour participants are subject to the general visitor requirements.</p> <p>The tour route must be restricted in a manner that avoids contact with residents.</p> <p>Homes should keep the number of tours in the home to a minimum.</p>	<p>In-person tours should be paused.</p>	<p>May be offered targeted tours of empty suites at the final stage of home selection process. General tours should be virtual.</p>	<p>May be offered targeted tours of empty suites at the final stage of home selection process. General tours should be virtual.</p>	<p>In-person tours should be paused.</p>