



A visiting guide for family and friends

This guide will help you walk through the steps the Ministry of Children, Community, and Social Services has put in place effective September 9, 2020, to ensure people using services can have safe visits with their family and friends.



We know you miss your loved one and they miss you too! We celebrate with you that visits can now take place.

The Ministry of Children, Community, and Social Services (MCCSS) has put in place new visiting requirements for people who live in group homes or other settings where multiple people live and receive services. These guidelines come into place on **September 9, 2020**.

People who are interested in hosting their family and friends for visits or people who require an overnight visit away (necessary to maintain their health, wellness, safety, or any applicable legal rights), will need to follow these guidelines.

We've included the MCCSS requirements in this guide to help you prepare for your visit.





Guidelines for When People Using Services Host Visitors

We're here to support people who use Christian Horizons services in hosting you for a visit that follows MCCSS guidelines.

Additional details about these guidelines can be found at the following link:

www.children.gov.on.ca/docs/MCCSS_Visitor_Guidelines_Congregate_Living-EN.pdf

The following pages describe the MCCSS guidelines and how Christian Horizons can support you in following these guidelines.

Types of visits people may host in their home

There are a few different types of visits people using services can host at their home:

- Designated visitors
- Indoor visits with non-essential visitors
- Outdoor visits with non-essential visitors
- Essential Visitors

Designated Visitors

Each person using services is able to designate two people as "unrestricted visitors." This means these visitors do not have to schedule an appointment to visit their loved ones using Christian Horizons services. However, it is advised that visits be scheduled ahead because if other families are visiting when you arrive, you may need to wait until there is room to host your visit. We will work with the people who use our services to learn from them who their designated visitors are.

Non-Essential Visitors

In addition to designated visitors, people using services are able to invite other friends and family to their home for visits. These visits must be scheduled in advance.

Essential Visitors

Essential visitors provide an essential service that employees supporting people in their home cannot provide. This can sometimes include a health care professional. This is the only type of visitor who can visit during a COVID-19 outbreak in the home.

The following pages describe:

- government guidelines for these visits
- how Christian Horizons can support you to follow these guidelines

Welcome to our home

Our home is currently free from COVID-19. Before you can visit family or friends, you must:

- **Undergo active screening:** You will need to confirm that you are not experiencing any COVID-19 symptoms before being admitted for *outdoor* or *indoor visits*. A negative COVID-19 test result is not mandatory. Outdoor visits are preferred where possible due to reduced risk of infection.
- **Read and agree to the visit guidelines** set out by the agency in compliance with this document and public health direction. Up to 2 visitors are permitted at a time per resident to allow for physical distancing. Visits can be time-limited in order to accommodate more families/visitors.



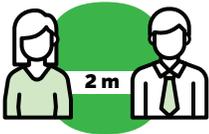
Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. You must bring your own cloth mask or face covering for visits. We will show you how to put it on, if needed. You must continue to wear your mask at all times during the visit.



Stay in designated areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas.



Maintain physical distance. We know, this one's hard. But for everyone's safety, avoid physical contact during your visit. It is a requirement to stay two metres (six feet) apart at all times!

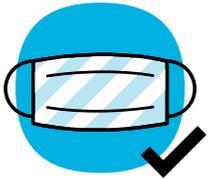


Clean your hands (again). Before you leave, clean your hands thoroughly using hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.

Note: If at any time a guest chooses not to follow these rules, we will discontinue the visit.

Wear a face covering when physical distancing is a challenge.

Do:



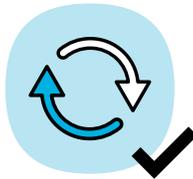
Wear a non-medical face covering like a cloth mask.



Wash your hands before putting it on and immediately after taking it off.



Make sure it fits well and covers your nose and mouth.



Change your face covering when it gets slightly wet or dirty.



Wash your face covering in hot water with detergent after each use.



Dispose of single-use face coverings into a lined garbage bin and wash your hands.

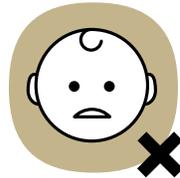
Do not:



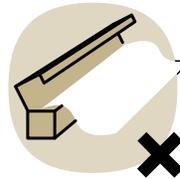
Do not share face coverings with others.



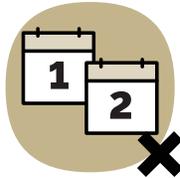
Do not touch or move your face covering when wearing it.



Do not place on children under the age of two years or on anyone who can't take it off on their own.



Do not use plastic or other materials that you can't breathe through as a face covering.



Do not re-use face coverings that cannot be cleaned.

It is recommended you wear a face covering when physical distancing is a challenge. Stop the spread of COVID-19.

The best way to protect yourself is to continue to stay home as much as possible, wash your hands thoroughly and often, and stay 2 metres apart from others.

Visit ontario.ca/coronavirus

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Ontario 

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We'll help you to plan your visit

We will schedule your **Drive-By** (from a vehicle), **Outdoor** (driveway/front or back yard/porch/deck), or **Indoor** (in a designated area) visit at least 48 hours in advance. This way we can plan to support you and your friend/loved one well. While designated visitors are not required to pre-book their visits, pre-booking helps to ensure there is room to safely host the visit when you arrive.

As per MCCSS guidelines, remember to:

- a. Keep it small.** No more than two visitors at a time.
- b. Keep it short.** Visits will be time-limited.
- c. Keep it safe.** Follow COVID-19 prevention measures.

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We'll help with active screening

When you arrive, with your mask on, we'll ask you some screening questions.

We'll help you to reschedule your visit if any of the following are true for you:

- If you have a **fever** (37.8°C or higher) or a **cough** that's new or getting worse
- If you're **out of breath**, or **unable to take deep breaths** (shortness of breath)
- If you have a **sore throat, difficulty swallowing**, or are **losing your sense of taste or smell**.

We will ask if you have any of the following: Nausea or vomiting, diarrhea, or stomach pain. A runny or stuffy nose that is not because of allergies or another known reason. If you are really tired or don't have energy and is this something that's new or different for you. If you're falling down often, feeling chilled, or have a headache. If you have a "barking cough" or are making a whistling noise when breathing (croup). If you have pink eye (conjunctivitis) or aching muscles.

We will also ask whether in the last 14 days you have:

- been in close contact with someone who has been diagnosed with COVID-19
- been in close contact with someone who either:
 - is currently sick with a new cough, fever, or difficulty breathing? OR
 - returned from outside of Canada in the last 2 weeks and has symptoms of COVID-19
- traveled outside of Canada
- traveled by air in the last 14 days
- been advised by Public Health to self-isolate?

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We'll help you maintain physical distancing

We'll help your loved one to set up a designated area inside or outside of the home for the visit. Visitors will need to stay in the designated area and maintain a 6 ft physical distance from others. As per MCCSS guidelines, this includes not using bathrooms or going into shared bedrooms.



What we need from you

Please follow the guidelines. We will all work to follow the guidelines set above by the MCCSS so we are not required to end the visit early.

Thank you for your flexibility! Reasons such as illness, bad weather or other extenuating circumstances may mean that your visit needs to be rescheduled. Please be gracious with us as we reschedule as soon as possible.



Guidelines for When People Using Services Visit Others (Essential Overnight Visits)

On September 9, 2020, the Ontario Government released new guidelines for essential overnight visits. These visits are intended for people who for health, wellness and safety, or any applicable legal rights reasons require an overnight stay away (e.g. an overnight visit to their family member's home).

We're here to support people who use Christian Horizons services in any essential overnight absences that are necessary.

Additional details about these guidelines can be found at:

http://www.children.gov.on.ca/docs/MCCSS_Visitor_Guidelines_Congregate_Living-EN.pdf

MCCSS Guidelines

The MCCSS guidelines require that people returning from overnight stays must follow enhanced precautions for 14-days, including:

- Pass active screening
- Maintain physical distance from others and limit contact with housemates
- Avoid using common areas; however, if a common area cannot be avoided, the person must use a face covering/mask
- Only participate in group activities if physical distancing is maintained and a face covering/mask is used
- Practice proper hand hygiene and respiratory etiquette
- Monitor for symptoms of COVID-19

During the 14-day period people may:

- only receive outdoor visitors during the 14 days.
- leave their residence for short stay (non-overnight) absences (e.g. go to school, go on walks and other activities of daily living). MCCSS guidelines for going out in the community (See [Section D: Requirements for Short-Stay Absences & Outings of Visitor's Guidelines 2.0: Re-Opening of Congregate Living Settings](#)) effective September 9, 2020, should be followed.



What we need from you

- ✓ **Please follow the guidelines.** We will all work to follow the guidelines set above by the MCCSS so people stay healthy and safe.
 - ✓ **Reschedule the visit if you are unwell.**
 - ✓ **Follow safety precautions during the visit** (e.g. respiratory etiquette, hand hygiene, avoid crowded places, practice physical distancing and wear a mask if out in the community etc.). See our [Safety in Your Community Social Story](#) for a helpful resource.
 - ✓ **Support your friend or family member to track the places they have gone and who they have been in contact with.** You can do this by completing the ["Where I've been Timeline"](#) on our Coronavirus website together.
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How we will help

- ✓ A few hours before the visit starts, we will ask you and the person coming to visit you if either of you have signs or symptoms of COVID-19. People showing signs or symptoms of COVID-19 will need to reschedule their visit.
 - ✓ When the person who uses our services returns after their essential overnight visit, we will ask them questions to see if they have signs or symptoms of COVID-19. Those who show symptoms of COVID-19 or anyone who wishes to, will be supported to get tested.
 - ✓ We will support the person to complete 14-days of **enhanced precautions** as per the MCCSS guidelines outlined on the previous page.
 - ✓ During the 14 days, we will support the person to monitor for symptoms of COVID-19.
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Hosting visits in the community

Information about having visits in the community (e.g. in parks, on patios, at a family member's home not overnight etc.) can be found in the [Going out Safely Guide](#) on our website.



The [Safety in Your Community Social Story](#) and [Rules and Risks Social Story](#) on our website can be used to help understand or explain how to safely spend time in the community.