

Assessment

- Review *Decision Tree for LTC Visits* for each resident and document most appropriate type of visit (indoor/outdoor)

Planning

- Collaborate with staff regarding logistics and processes for visits from arrival to departure
- Identify human/material/financial resource requirements
- Determine strategies for booking, implementing, tracking, monitoring and evaluating visits
- Prepare sign-in/approved screening sheet to track visitor's name, contact information, visit date
- Develop instruction sheet for visitors and consider consequences if instructions are not followed
- Consider creating designated visitor name tags including the name of resident being visited
- Develop a communication plan for staff, residents and visitors
- Determine location of entry and exit points for visits
- Determine signage requirements
- Determine PPE needs and supply chain

Implementation

- Schedule visits through a designated staff member and collect contact information
- Post signage in appropriate location
- Consider steps below for visits

Outdoor Visit

- Arrange resident and visitor zones (e.g. courtyard) with fencing/physical barrier, minimum 6 ft apart



- Ensure secured access to resident zone
- Set-up weather/sun barriers for residents
- Consider seating for visitors (process for cleaning) or visitors bring own lawn chair
- Ensure direct, isolated access to visitor zone
- Prepare communication aids as needed (numbered iPad or walkie talkies, cell phone - track usage and returns)
- Set-up visitor entrance station for screening, hand sanitizing/donning masks/instructions
- Set-up visitor exit station for doffing and hand sanitizing
Consider zipper baggies for removed cloth masks with mask washing instructions

Indoor Visit

Only allowed when Ministry Directive is released

- Set-up a visitor entrance station for hand sanitizing/donning masks/instructions review
- Set-up a visitor exit station for doffing instructions and hand sanitizing
- Screen visitors using approved screening tool
- Provide step-by-step supervised instruction on donning/doffing PPE
- Provide visitor with a name tag
- Consider supervising visit or, at minimum, monitor visit periodically

Monitoring – Assign staff to monitor visits

Evaluation

- Collect visitor, resident and staff satisfaction survey data to evaluate processes and visiting experience
- Collect and review sign-in/screening sheets daily and adjust bookings, set up and process, as needed