



# A Guide to Visiting With Your Family

This guide will help you walk through the steps the Ministry of Children, Community, and Social Services has put in place effective July 22, 2020 to ensure people using services can have safe visits with their family.



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 **July 22, 2020**.

People who are interested in hosting their family and friends for visits will need to follow these guidelines.

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

# Welcome to our home

Our home is currently free from COVID-19. Before you can visit family 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. 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 person to allow for physical distancing. Visits can be time-limited but not less than 30 minutes in order to accommodate more families/visitors.



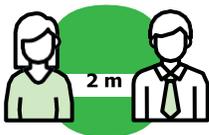
Clean your hands. **When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.**



Wear a mask. **You must bring your own cloth mask or face covering for visits. If you do not have one we will provide one for you. 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 designating visiting areas.**



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



Clean your hands (again). **Before you leave, clean your hands thoroughly using hand sanitizer. If you are 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.**

## 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 wear a medical-grade mask as these should be reserved for our health care workers.



Do not share face coverings with others.



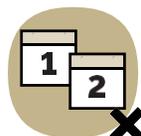
Do not touch or move your face covering when wearing it.



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.

Staff and visitors must wear a mask at all times even when physical distancing is possible.

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 meters apart from others.



We're here to support people who use Community Living York South services to host you for a visit that follows MCCSS guidelines.

Additional details about these guidelines can be found at [www.children.gov.on.ca/docs/MCCSS\\_Visitor\\_Guidelines\\_Congregate\\_Living-EN.pdf](http://www.children.gov.on.ca/docs/MCCSS_Visitor_Guidelines_Congregate_Living-EN.pdf)

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## We'll help you plan your visit

We will schedule your 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 family

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. Not
- 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 will ask you some screening questions.

We will 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 tired or do not have energy and is this something that is new or different for you. If you are 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 if you:

- Have been exposed to someone who has been diagnosed with COVID-19 in the last 2 weeks?
- Have traveled outside of Ontario in the last 14 days?
- Have been advised by Public Health to self-isolate?

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## We'll help you maintain physical distancing

We will help your family 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

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