

September 16, 2020

To: Residents and Family Members,

Updated Provincial Visiting Protocols

You were recently informed of changes to our visiting policy, where visits inside the resident's suite, if desired, were now permitted by the Province and our Home. Prior to that, the requirement for visitors to have had a negative (clear) COVID-19 test in the previous 14 days was removed. Those protocols and all the associated parameters have not changed.

However, the Province just updated its "Reopening Retirement Homes" guidance document for all retirement homes in Ontario, and we wanted to keep you informed regarding the new changes. Fundamentally, very little has changed:

- Visits may be held outdoors or indoors, with all indoor visits requiring surgical masks (versus cloth face coverings).
- Visits with residents may include one or two visitors, with one visitor for in-suite visits.

The new guidance document provides details about how Homes are to manage various types of visitors. For the most part our Home already had the appropriate pieces in place, so there are no changes to share with you. However, the Province added details about what safety training and education visitors to retirement homes must have.

The notable changes are that visitors must now attest that they have read/viewed the following on at least a monthly basis:

- the Home's visiting policy,
- the education and training materials indicated in the Ministry for Seniors and Accessibility's Guidance Document "Reopening Retirement Homes" (Sept 8, 2020):
 - <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
 - <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
 - <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
 - <https://www.publichealthontario.ca/en/videos/ipac-handwash>

Three of the Province's required items are short videos and the other is a two-page document.

We will be providing copies of the relevant policies at our entrance screening-station and adjusting our screening process to ask about, and document, these new attestations. As a convenience, all required materials have been made available on our organization's website. Just go to our website and follow the links, or visit: <https://aoninc.com/covid19-communication>.

If you are planning a visit of any kind, we remind you to please: a) contact the Home and make arrangements in advance, and b) review our visiting policy and read/view the Province's required safety training and education materials prior to your visit. Again, our website has been updated to make this as convenient as possible.

Thank you for your continued patience as we implement evolving guidelines. As always, the health and safety of our residents and staff continues to be our top priority.

We hope to see you soon.

Executive Director