



COVID-19: Re-opening
CLASS VISITING GUIDELINES July 15, 2021

CLASS recognizes that people living in congregate care enjoy the same rights as all Ontarians. These new guidelines respect people supported and their rights, desires, and willingness to participate in the life of their community, while following public health guidance.

The health, safety, and well-being of people who access our CLASS services as well as our employees have been our top priority since the beginning of this pandemic. CLASS has continued to follow and change our policies in compliance with the most up to date information from Public Health, the Government of Ontario, the Simcoe Muskoka District Health Unit and the Ministry of Children, Community and Social Services (MCCSS).

Ontario has announced a new “Roadmap to Reopen”. The Roadmap to Reopen is a cautious three-step plan that will guide a safe and gradual reopening of the province and the lifting of public health measures based on the provincewide vaccination rate and improvements in key public health and health system indicators.

The province will remain in each of the steps for at least 21 days to evaluate any impacts on key public health indicators. If at the end of the 21 days, the vaccination thresholds have been met, alongside positive trends of other key public health and health system indicators, then the province will move forward.

Public health and workplace safety measures would continue to apply across all steps, including maintaining physical distance, capacity limits and wearing face coverings in indoor spaces and whenever physical distancing is a challenge.

CLASS has developed the following internal guidelines for community participation and family visits based on [Roadmap to Reopen](#).

There are several risk factors that help drive transmission of COVID-19. Close contact is the highest. Limiting these risks is critical to keeping people safe. Personal and public health measures, such as: physical distancing, staying home when ill; even with mild symptoms, frequent handwashing and surface cleaning all have significant benefits that have been proven to limit COVID-19 transmission. Based on the provincial priorities and principles outlined in this document, CLASS has developed a corresponding framework to mitigate risk and support people to make informed choices.

Access to outings and community participation must be commensurate with people’s preferences and needs while ensuring reasonable restrictions that will safeguard people supported and staff. Please refer to the **attached Risk Matrix and Activity Matrix Levels and Support Matrix for Covid-19** that CLASS utilizes as a guide to determine risk levels.

The following table corresponds with the Three-steps of the Roadmap to Reopen, which will be applied provincially.

Please NOTE that each Step is subject to change based on guidance from public health and the Ministry of Children, Community and Social Services (MCCSS).

Must maintain 6 feet physical distance, eye protection and a surgical/procedure mask at all times.

Before Step One	Step One	Step Two	Step Three
No indoor visits. Outdoor visits only (max 2 visitors at a time), at designated CLASS location, visits must be booked in advance. Staff supervised (as needed). Can zoom or face time, driveway, drive by or outdoor social distanced visits. No community participation supports (day program, FYI) Virtual day programs continue. All visits suspended to any location with a presumptive or positive case.	No indoor visits. Outdoor visits only (max 5 people), at designated CLASS location, visits must be booked in advance. Staff supervised (as needed). Brief physical contact (see details below in Step One), eye protection and a surgical/procedure mask at all times. No community participation supports (day program, FYI) Virtual day programs continue. All visits suspended to any location with a presumptive or positive case.	Outdoor visits only (max 10 people), at an agreed upon location, visits must be booked in advance. Brief physical contact with eye protection and a surgical/procedure mask at all times. Indoor visits, must be booked in advance. Short term day visits (See Step 2 guidelines below) No community participation supports (day program, FYI) Virtual day programs continue. All visits suspended to any location with a presumptive or positive case.	Indoor and outdoor visits, not supervised, following public health directives. Short term visits. Community participation supports resume. Overnight visits. All visits suspended to any location with a presumptive or positive case.
Community access limited to essential services and essential behaviour programs	Community access limited based on risk matrix	Access to community based on risk assessment	Access to community based on risk assessment

If there is a presumptive or positive COVID case within the location where the person lives, all visits will be suspended.



WHEN THE PROVINCIAL ROADMAP TO REOPEN IS IN STEP ONE

Access to outings and community participation must be in-line with people's preferences and within reasonable restrictions that safeguard people supported and staff. Please refer to the below **attached Risk Activity Levels and Matrix of Support for Covid-19** that CLASS utilizes as a guide to determine risk levels.

All outdoor visitors must wear a surgical/procedure mask and eye protection. CLASS will provide a mask and one pair of reusable eye protection. The eye protection is to be used for each subsequent visit.

Any visitors who experience any COVID-19 symptoms, even if very mild, must stay home and have the visit re-scheduled. It is strongly advised to pursue COVID-19 testing.

For outdoor visits at designated locations:

Visitors must maintain 6 feet physical distance, ensure surgical masks and eye protection are worn and maintain hand hygiene,

- **Visits must be booked** with the Supervisor/SSW at a designated time and location,
- **Keep it small.** No more than two visitors at a time,
- **Keep it short.** No more than 1 HOUR,
- **Keep it simple.** Work with the team to determine what type of visit is right for you:
 - Drive-by,
 - Driveway,
 - Front porch/yard or at 125 Dufferin St.,
 - Window.

Brief physical contact with visitors permitted:

- People supported and visitors, regardless of vaccination status, are permitted to engage in brief physical contact (e.g., a hug) during indoor or outdoor visits.
- The requirement for visitors to wear eye protection and a surgical/procedure mask at all times remains in place.
- Despite masking exemptions, where feasible, people supported are strongly encouraged to wear a surgical/procedure mask also.
- Visitors must maintain physical distance (2 meters/6 feet) before and after physical contact.

At the conclusion of the visit, visitors are to:

- Perform hand hygiene,
- Remove eye protection and store safely for future use,
- Remove the surgical/procedure mask, by undoing the ties or removing the loops from the ears,
- Discard the mask into regular garbage, and
- Perform hand hygiene.

Participate in 'Active Screening' – you will be asked to complete a COVID-19 screen upon arrival.

We will ask you to reschedule your visit if any of the following are true for you:

- Fever (37.8 or higher),
- New or worsening cough,
- Shortness of breath,
- Sore throat,
- Difficulty swallowing,
- New olfactory or taste disorders,
- Nausea/vomiting/diarrhea/abdominal pain,
- Runny nose or nasal congestion,
- Exposed to someone who has been diagnosed with COVID-19,
- Travelled outside of Ontario in the last 14 days,
- Have been advised by Public Health to self-isolate,
- Have had a positive COVID-19 test in the last 14 days.

All CLASS procedures must be adhered to:

- Staff must be available to accompany individuals and remain in visual contact for the full duration of the visit.
- **Keep the required 2 metre (6 feet) distance.** You must always maintain a safe distance of 2 meters while visiting your family member (outside of brief physical contact as mentioned above). We understand the importance of showing your love and appreciation, but currently, everyone's safety is our top priority. The area, including furniture will be thoroughly cleaned and disinfected after every visit. To reduce exposure risks, families are encouraged to bring their own lawn chairs.
- **Bring a gift/food...if you want.** The gift of your time and company is most important.
- **Please note:** There is no access to washroom at the visit sites.
- **Be flexible.** For reasons such as illness, bad weather, or other extenuating circumstances, the visit may need to be rescheduled at the manager's discretion. We appreciate your patience as we reschedule your visit as soon as we are able.

Ministry guidelines dictate visits can only take place if the location the individual is living at is not currently in outbreak or waiting for test results. Outbreak sites must be declared resolved by the local Public Health Unit prior to allowing visits.

Below are some links on how to wear and remove non-medical masks or face-covering and proper hand hygiene:

- [Public Health Ontario advice on non-medical masks/face coverings](#)
- Government of Ontario [website for Face Coverings and Face Masks](#)
- Health Canada: [How to wear a non-medical mask or face covering properly \(video\)](#)



WHEN THE PROVINCIAL ROADMAP TO REOPEN IS IN STEP TWO

All outdoor visitors must wear a surgical/procedure mask and eye protection. CLASS will provide a mask and one pair of reusable eye protection. The eye protection is to be used for each subsequent visit.

Any visitors who experience any COVID-19 symptoms, even if very mild, must stay home and have the visit re-scheduled. It is strongly advised to pursue COVID-19 testing.

GUIDELINES TO SHORT TERM VISITS:

The resumption of short-stay absences (home visits, outings and community engagement and participation) are important to maintain the social, emotional well-being and quality of life of people supported. Facilitation of access to outings and community participation should be consistent with people's preferences and within reasonable restrictions that safeguard people supported and staff. Please refer to the below **attached Risk Activity Levels and Matrix of Support for Covid-19** that CLASS utilizes as a guide to determine risk levels.

For people who wish to leave for an **essential short stay absence** (non-overnight) or outing (e.g., work, school, medical appointment) or a recreational outing (i.e. activities for pleasure, day visit to a family home), **the following requirements must be met:**

- The person supported must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the group home setting, in addition to the requirement to be screened twice daily. If a resident does not pass screening, the site will follow isolation policies.
- The person supported performs proper hand hygiene upon exit and entry of congregate care setting as well as maintains hand hygiene (e.g. washes hands and/or uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and after touching objects or surfaces that could be touched by others or after touching others.
- The person supported wears a face covering or non-medical mask when entering indoor spaces or when they are within 6 feet/2 metres of others in outdoor spaces. (Note: If one of the exceptions for masking outlined in regulation under the Reopening Ontario (A Flexible Approach COVID-19) Act, 2020 applies to the resident, they are not required to wear a mask.)
- In addition, the person supported should be encouraged to adhere to physical distancing practices as much as possible as well as any current local Public Health Unit (PHU) advice.
- As much as possible, avoid crowded indoor places, and interactions with multiple people. Masks should only be removed indoors to eat or drink, and then immediately put back on following appropriate donning and doffing procedures.
- CLASS will provide masks/face coverings for the outing.

Families/Visitor will be asked to reschedule the visit if the following is true for anyone in the environment

- Fever (37.8 or higher),
- New or worsening cough,
- Shortness of breath,
- Sore throat,
- Difficulty swallowing,

- New olfactory or taste disorders,
- Nausea/vomiting/diarrhea/abdominal pain,
- Runny nose or nasal congestion,
- Exposed to someone who has been diagnosed with COVID-19,
- Travelled outside of Ontario in the last 14 days,
- Have been advised by Public Health to self-isolate,
- Have had a positive COVID-19 test in the last 14 days.

Below are some links on how to wear and remove non-medical masks or face-covering and proper hand hygiene:

- [Public Health PPE and Non Medical Masks](#)
- [Government of Ontario website for Face Coverings and Face Masks](#)
- [Health Canada: How to wear a non-medical mask or face covering properly \(video\)](#)



WHEN THE PROVINCIAL ROADMAP TO REOPEN IS IN STEP THREE

While visiting at a designated CLASS location all visitors must wear a surgical/procedure mask and eye protection. CLASS will provide a mask and one pair of reusable eye protection. The eye protection is to be used for each subsequent visit.

Any visitors who experience any COVID-19 symptoms, even if very mild, must stay home and have the visit re-scheduled. It is strongly advised to pursue COVID-19 testing.

GUIDELINES TO OVERNIGHTS VISITS:

The resumption of overnight visits begin in Step 3 of the Roadmap to Re-open. Please refer to the below **attached Risk Activity Levels and Matrix of Support for Covid-19** that CLASS utilizes as a guide to determine risk levels.

For people who wish to leave for an **overnight absence, the following requirements must be met:**

- The person supported must pass an active screening questionnaire that screens for signs and symptoms of and potential exposures to COVID-19 every time they re-enter the group home setting, in addition to the requirement to be screened twice daily. If a person supported does not pass screening, the site will follow isolation policies.
- The person supported performs proper hand hygiene upon exit and entry of congregate care setting as well as maintains hand hygiene (e.g. washes hands and/or uses hand sanitizer regularly including upon entry/exit of buildings/spaces) while in the community and after touching objects or surfaces that could be touched by others or after touching others.
- The person supported wears a face covering or non-medical mask when entering indoor spaces or when they are within 6 feet/2 metres of others in outdoor spaces. (Note: If one of the exceptions for masking outlined in regulation under the Reopening Ontario (A Flexible Approach COVID-19) Act, 2020 applies to the person supported, they are not required to wear a mask.)
- In addition, the person supported should be encouraged to adhere to physical distancing practices as much as possible as well as any current local Public Health Unit (PHU) advice.
- As much as possible, avoid crowded indoor places, and interactions with multiple people. Masks should only be removed indoors to eat or drink, and then immediately put back on following appropriate donning and doffing procedures.
- CLASS will provide masks/face coverings for the outing.

Families/Visitor will be asked to reschedule the visit if the following is true for anyone in the environment

- Fever (37.8 or higher),
- New or worsening cough,
- Shortness of breath,
- Sore throat,
- Difficulty swallowing,
- New olfactory or taste disorders,

- Nausea/vomiting/diarrhea/abdominal pain,
- Runny nose or nasal congestion,
- Exposed to someone who has been diagnosed with COVID-19,
- Travelled outside of Ontario in the last 14 days,
- Have been advised by Public Health to self-isolate,
- Have had a positive COVID-19 test in the last 14 days.

Below are some links on how to wear and remove non-medical masks or face-covering and proper hand hygiene:

- [Public Health PPE and Non Medical Masks](#)
- [Government of Ontario website for Face Coverings and Face Masks](#)
- [Health Canada: How to wear a non-medical mask or face covering properly \(video\)](#)

Guidelines for the resumption of community participation services will be forwarded to families shortly.

CLASS Covid-19 Activity and Support Matrix A Guide to Re-opening (Updated June 10, 2021)

CLASS recognizes that people living in congregate care enjoy the same rights as all Ontarians. These new guidelines respect people supported and their rights, desires, and willingness to participate in the life of their community while following public health guidance.

Participation and engagement in community activities is dependent on a person's ability to adhere to personal and public health measures. The CLASS **Activity Matrix** below will guide our decision making and is based on the [Roadmap to Reopen](#). An individualized approach to participating in community activities is to be taken for all people supported. A risk analysis needs to be completed for each person based on their ability to follow these measures as outlined in the **Support Matrix**.

Support Matrix Covid-19

	A	B	C
Level of Understanding	Full understanding of social distancing, hand washing and wearing PPE	Some understanding of social distancing, hand washing and wearing PPE	Minimal understanding of social distancing, hand washing and wearing PPE
Ability to Follow directions	Always follows directions	Sometimes follows directions	Hardly ever follows directions
Level of personal care needs	No personal care needs	Some personal care needs	Extensive personal care needs
Health and personal hygiene	Minimal health concerns and consistently follows required personal hygiene practices	Some health concerns and inconsistent personal hygiene practices as required	Several health concerns and difficulty with adhering to personal hygiene practices required

Activity Matrix (based on the Simcoe Muskoka Public Health Unit)

Activity	Before Step One Limited to no community access	Step One Restricted community access	Step Two Enhanced safety protocols	Step Three Standard procedures
Restaurants, bars, food and drinking establishments	Contactless delivery or pick up	Outdoor dining at a designated CLASS location e.g. picnic	Outdoor dining up to 4 people per table Outdoor karaoke	Indoor and outdoor dining and buffets
Sports and recreational fitness	Outdoor individual activities	Outdoor activities only socially distanced	Outdoor sports leagues open e.g. special Olympics	Indoor and outdoor activities with some restrictions
Retail shopping	Online shopping	Limited essential and non essential retail with street access	Limited essential and non essential retail Malls are open	Essential and non essential retail
Personal care	Essential services only and masks must be worn	Essential services only and masks must be worn	In accordance with public health measures masks must be worn e.g., hair, footcare	In accordance with public health measures e.g., hair, footcare
Cinemas	At home movies e.g., Netflix, Amazon Prime	Drive-ins only	Drive-ins, outdoor theatre, in accordance with public health measures	Drive-ins, indoor and outdoor theatres in accordance with public health measures
Meetings and events (weddings, funerals)	Virtual meetings and gatherings	Outdoor with physical distancing	Indoor and outdoor in accordance with public health measures	Indoor and outdoor in accordance with public health measures

Note: Public washrooms- sanitize prior to going into the restroom (bathroom sanitizing kit should be kept in all vehicles, sanitizer, wipes, napkins/toilet paper, gloves).