

COVID-19 guidance document for long-term care homes in Ontario

Learn more about requirements for long-term care homes with respect to COVID-19.

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Highlight of changes

As of April 8, 2022 the following changes have been made to this document:

In consultation with the Chief Medical Officer of Health, the Ministry of Long-Term Care (“the Ministry”) is providing updates in its continued response to COVID-19, while striking a balance between reduced COVID-19 risk and the overall quality of life, health and wellbeing of residents. Effective April 11th, the changes are as follows:

- Testing and isolation requirements for day and overnight absences have been updated. There are no isolation requirements (unless a positive test result is

received or the individual is symptomatic), testing is required on day 5 after return from absence (see [Absences](#) for further details).

- Cohorting practices, including for staff, are no longer required, unless the home is in outbreak.
- Removing physical distancing requirements between staff and clients of Adult Day Programs that take place on the site of a long-term care home.
- Clarifying that homes' vaccination policies should not apply to outdoor visitors and children under 5 years old.
- Updates throughout to reflect the coming into force of the *Fixing Long-Term Care Act, 2021* ("the Act") and the associated regulation (O. Reg. 246/22).
- The definition of fully vaccinated has been changed to staying up-to-date with vaccines, per the Ministry of Health's [Staying Up to Date with COVID-19 Vaccines: Recommended Doses](#).

Purpose

The purpose of this document is to provide licensees of long-term care homes, as defined in the [Fixing Long-Term Care Act, 2021](#) (the Act), with general information on requirements set out by the Province of Ontario with respect to the COVID-19 pandemic, including those set out in [Directive #3](#), issued by the Chief Medical Officer of Health (CMOH), and to help homes in developing approaches for operating safely while providing the greatest possible opportunities for maximizing resident quality of life.

This document is to be followed in conjunction with any applicable legislation, directives, and orders and is not intended as a substitute and does not constitute legal advice. This document should be followed unless there are reasonable health and safety reasons to exercise discretion as ordered by the local public health unit. Where homes are undertaking COVID-19 measures that exceed the requirements in this document or the applicable legislation, directives and orders, it is expected that the home will consult with their local public health unit, the Residents' Council and Family Council prior to implementation.

In the event of any conflict between this document and any applicable legislation, directive, or order, the legislation, directive, or order prevails. Additionally, this document is not intended to take the place of medical advice, diagnosis, or treatment.

For the purpose of interpreting this document, “up to date” for COVID-19 vaccines has the same meaning as the current version of [Staying Up to Date with COVID-19 Vaccines: Recommended Doses](#). Layers of protection against COVID-19 SARS-CoV-2, the virus which causes COVID-19, primarily spreads from one person to another when an infected person breathes, talks, coughs, or sneezes and releases respiratory emissions of different sized virus-laden particles into the air.

There is not one specific measure that will prevent SARS-CoV-2 transmission. However, the use of multiple layers of prevention provides the best protection, especially when people cannot avoid closed spaces, crowded places, and close contact.

Recalibrated Approach

With the steps being taken to re-open Ontario, including easing measures for long-term care homes, the ministry is shifting public health measures in the long-term care sector to a stabilization and recovery emphasis while ensuring preparedness in case of another wave. The key approach is to further rebalance the risks associated with COVID-19 against the risks that measures / restrictions present to residents’ overall health and well-being. The Ministry continues to work with the Office of the Chief Medical Officer of Health (OCMOH) to monitor trends and will respond as necessary to any new or emerging issues related to the pandemic, such as a new variant of concern, for example.

Up-to-date information and evidence regarding variants of concern can be found on [Public Health Ontario’s](#) website.

COVID-19 Vaccination

The vaccination program in long-term care homes has been a tremendous success, with staff, residents, and family members having stepped up to get vaccinated to protect themselves, their colleagues, and the residents they support each day.

The now revoked Minister's Directive on Long-Term Care Home COVID-19 Immunization Policy was instituted at a specific point in time of the pandemic to ensure all long-term care homes had a vaccine policy in place that met specific criteria. Revoking this Minister's Directive signaled a shift from a provincial directive back to the Ministry taking a guidance-based approach that supports licensees with their employer-led policies and promotes best practices.

Vaccination policies

Long-term care licensees retain the ability to impose vaccination requirements for existing and new staff, students, and volunteers, provided they comply with all applicable laws, such as the *Human Rights Code*.

In addition, nothing prevents licensees from having proof-of-vaccination requirements for caregivers, general visitors and support workers provided the licensee's requirements are consistent with the *Fixing Long-Term Care Act, 2021*, including the Residents' Bill of Rights and section 5 of the Act (right to a safe and secure home), and O. Reg. 246/22: General, and comply with all other applicable laws including the *Human Rights Code*.

Any licensee who developed vaccine requirements would be responsible for updating the policies and reviewing them going forward (for example, requiring existing and/or new staff be up to date with all recommended COVID-19 doses).

While licensees have the ability to develop their own proof-of-vaccination policies, to ensure that residents are not unreasonably restricted from having visitors in accordance with the Residents' Bill of Rights, vaccination policies must not apply to outdoor visitors

nor to visitors under the age of 5 (who are not yet eligible to be vaccinated). Licensees should engage with their Residents' Council, Family Council and local public health unit to inform their policies and should seek independent legal advice as needed regarding their ongoing policies.

To augment continued vaccination policies, long-term care homes are strongly encouraged to consider best practices regarding promoting awareness of the benefits of vaccination, ensuring up to date information regarding booster eligibility is available, and offering on site vaccination.

Best practices

Promoting awareness of the benefits of vaccination

There continues to be an increased risk for severe outcomes as a result of COVID-19 in the elderly population due to age and underlying medical conditions, particularly in shared living spaces like long-term care homes. Vaccination remains the best defense against COVID-19.

Regardless of a home's specific vaccination policy, all individuals entering long-term care homes, including residents, staff, caregivers, and visitors, are strongly encouraged to get vaccinated and stay up-to-date with all recommended COVID-19 doses. All vaccines provided as part of Ontario's vaccine rollout are safe and effective.

COVID-19 vaccine booster doses help to increase protection against symptomatic infection and severe outcomes at the individual level and help to reduce transmission at the population level. Evidence shows that vaccine effectiveness against symptomatic infection wanes over time, with little to no protective effect six months after the second dose, and that protection from infection is restored shortly after receiving a booster dose to between 50 and 70%. Additionally, evidence shows that booster doses are highly effective against severe outcomes, including hospitalizations and death, with a third dose restoring protection from hospitalization to 95%. The more people who have up-to-

date COVID-19 vaccinations, the lower the risk of infection and the lower the chance that COVID-19 will enter homes and affect the lives of residents.

For more information on recommended doses of COVID-19 vaccine, please review the Ministry of Health's guidance document [Staying Up to Date with COVID-19 Vaccines: Recommended Doses](#). Additional information about COVID-19 vaccination can also be found online on the [COVID-19 vaccines for Ontario](#) website.

Eligibility for booster doses

Currently, residents of long-term care homes are eligible for a fourth dose of an mRNA vaccine if at least three months have passed since their third dose. Residents who have not yet received their third or fourth dose are likely becoming increasingly susceptible to COVID-19 infection due to waning immunity and should be strongly encouraged to get booster doses.

All adults are eligible for a booster dose of an mRNA vaccine if at least three months have passed since their second dose, and youth aged 12-17 are eligible six months after their second dose.

Onsite vaccination

Onsite vaccine administration by homes remains the preferred approach to ensure vaccines can get to residents, caregivers, and staff as quickly as possible. Homes that are set up for self-administration of COVID-19 vaccines should work with their local public health units to request vaccine and relevant ancillary supplies for administering vaccine doses to residents, staff and caregivers onsite.

Homes that are not yet set-up for self-administration are asked to either take the necessary steps to onboard for self-administration, and/or consider other avenues for administering vaccines onsite, such as working with their local public health unit to arrange for a local pharmacy, community family physicians, and / or Emergency Medical Services staff to administer boosters.

Onsite vaccine administration should be inclusive of residents, staff and caregivers regardless of whether the home is administering or another partner. Notwithstanding the benefits of onsite administration, homes should also continue to strongly encourage staff and caregivers to leverage resources available in the community to get their booster dose as soon as they are eligible. Staff and caregivers can book booster appointments on the provincial COVID-19 vaccination portal, by calling the Provincial Vaccine Contact Centre at 1-833-943-3900, or through select pharmacies and primary care settings. Homes are also encouraged to support staff and remove any barriers to getting a booster (e.g., support paid time to go to a vaccine appointment).

Infection prevention and control (IPAC)

The importance of ongoing adherence to strong and consistent IPAC processes and practices cannot be overstated. It is critical that homes strive to prevent and limit the spread of COVID-19 by ensuring that strong and consistent IPAC practices are implemented and continuously reviewed. Appropriate and effective IPAC practices must be carried out by all people attending or living in the home, at all times, regardless of whether there are cases of COVID-19 in the home or not, and regardless of the vaccination status of an individual.

IPAC audits

Per [Directive #3](#), homes must be completing IPAC audits every two weeks unless in outbreak. When a home is in outbreak IPAC audits must be completed weekly.

Homes are reminded that IPAC audits should be rotated across shifts, including evenings and weekends.

At minimum, homes must include in their audit the [PHO's COVID-19: Self-Assessment Audit Tool for Long-Term Care Homes and Retirement Homes](#).

Results of the IPAC audit should be kept for at least 30 days and shared with inspectors from PHU, Ministry of Labour, Skills, Training and Development, and MLTC for LTCHs upon request.

General IPAC requirements

As a reminder, licensees are subject to section 23 of the Act, which requires that every home have an IPAC program. Additionally, section 102 of [O. Reg. 246/22](#) contains additional requirements, including that homes are to follow an interdisciplinary team approach in the coordination and implementation of the IPAC program and that every long-term care home must have a designated IPAC lead. The importance of ongoing adherence to strong IPAC processes and practices cannot be overstated.

Specific requirements for long-term care homes in the context of the COVID-19 pandemic are also set out in the Required Infection and Prevention Control (IPAC) Practices section of Directive #3.

Everyone in a long-term care home, whether staff, student, volunteer, caregiver, support worker, general visitor or resident, has a responsibility to ensure the ongoing health and safety of all by practicing these measures at all times.

Licensees should ensure that they have adequate stock levels of all supplies and materials required on a day-to-day basis regardless of outbreak status.

Further IPAC requirements including personal protective equipment (PPE) can be found in [Directive #1](#), [Directive #3](#) and [Directive #5](#) issued by the CMOH.

For further guidance/elaboration on best practices related to IPAC, refer to the following Public Health Ontario websites:

- [Infection Prevention and Control for Long-Term Care Homes: Summary of Key Principles and Best Practices](#)
- [COVID-19: Infection Prevention and Control Checklist for Long-Term Care and Retirement Homes](#)

- [Heating, Ventilation and Air Conditioning \(HVAC\) Systems in Buildings and COVID-19](#)

Physical distancing

Consistent with [Directive #3](#), homes must ensure that [physical distancing](#) (a minimum of two metres or six feet) is practiced by all individuals at all times, except for the purposes of providing direct care to a resident or when the following **exceptions** apply:

- between residents and their visitors
- between residents in one-on-one or in small group settings
- for the purposes of compassionate or end-of-life visits
- while providing personal care services (for example, haircutting)
- between staff and clients of Adult Day Programs that take place on the site of a long-term care home

Universal masking

- Homes must ensure that all staff, students and volunteers wear a medical mask for the entire duration of their shift/visit, both indoors and outdoors, regardless of their immunization status.
- General and essential visitors (including caregivers) must wear a medical mask for the entire duration of indoor visits (including in the resident's room).
Additionally, a medical or non-medical mask is required for the entire duration of an outdoor visit
- Removal of masks for the purposes of eating should be restricted to only areas designated by the home.

For residents: homes are required to have policies regarding masking for residents.

While there is no requirement for residents to wear a mask inside of the home, a home's policies must set out that residents must be encouraged to wear/be assisted to wear a medical mask or non-medical mask when receiving direct care from staff, when in

common areas with other residents (with the exception of meal times), and when receiving a visitor, as tolerated.

Exceptions to the masking requirements are:

- children who are younger than two years of age;
- any individual (staff, visitor or resident) who is being accommodated in accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) or the [Ontario Human Rights Code](#);
- if entertainment provided by a live performer (that is, a visitor) requires the removal of their mask to perform their talent.

Homes must also have policies for individuals (staff, students, volunteers, visitors, or residents) who:

- have a medical condition that inhibits their ability to wear a mask
- are unable to put on or remove their mask without assistance from another person

Activities

Communal dining

Communal dining is an important part of many homes' social environment.

All long-term care homes may provide communal dining with the following precautions:

- when not eating or drinking, residents should be encouraged to wear a mask where possible or tolerated
- caregivers and general visitors may accompany a resident for meals to assist them with eating; however, caregivers or general visitors must remain masked at all times and not join in the meal
- frequent hand hygiene of residents, and staff, general visitors, caregivers and volunteers assisting residents with eating must be undertaken

Unless otherwise directed by the local public health unit, homes may offer buffet or family-style service, including during regular daily meals and as part of special occasions/celebrations (for example, to celebrate a holiday).

Group activities: organized events and social gatherings

Homes are to provide opportunities for residents to gather for group activities including for social purposes, physical activities, hobbies/crafts, celebrations such as for birthdays, and religious ceremonies/practices consistent with licensees' requirement to ensure that there is an organized program for the home to ensure that residents are given reasonable opportunity to practice their religious and spiritual beliefs, and to observe the requirements of those beliefs, pursuant to section 18 of the Act.

Social group activities can be increased in size (more than 10). However, while larger social group activities where potential crowding can occur should continue to be avoided, and IPAC measures should continue to be followed by staff, residents and visitors to promote safety and wellbeing (e.g., masking, physical distancing, good ventilation, etc.). General visitors and caregivers may join residents during the activities in all homes, both indoors and outdoors, unless otherwise directed by the local public health unit.

What happens in an outbreak?

In the event of a COVID-19 outbreak, residents must be cohorted for all non-essential activities including communal dining, organized events and social gatherings. Different cohorts are not to be mixed, and residents from different cohorts should not visit one another. Additional guidance on cohorting of residents during outbreaks can be found in the [COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#).

What happens when a resident is isolating or fails screening?

Residents in isolation or who fail screening are not to join in group organized events/activities, dining or social gatherings. However, homes should attempt to have

these residents join-in virtually where possible to provide these residents with an alternative to in-person social interaction.

Screening

Refer to [Directive #3](#) for requirements related to active screening.

Staffing

In recognition of the staffing challenges that long-term care homes are experiencing the ministry has put in place a number of measures to help homes in times of serious staffing shortages that cannot be filled by other means including staffing agencies. Homes not in outbreak have the ability to implement these measures based on their own assessment. When a home is in outbreak, they should work with the PHU when implementing these measures.

Operational flexibility:

The Reopening Ontario Act, 2020 expired on March 28th. Regulations have been filed to end:

- O. Reg. 146/20: limiting work to a single long-term care home and O. Reg. 210/20: management of long-term care homes in outbreak as of March 28th. O. Reg. 77/20: work deployment measures in long-term care homes and O. Reg. 95/20: streamlining requirements for long-term care homes as of April 27th.

To ensure operational continuity and maintain safety and security for residents, certain transitional provisions have been included in Regulation 246/22 under the Act as follows:

- Require that licensees ensure that a care conference is conducted for residents within three months of Ontario Regulation 95/20 ceasing to be in force, if no care conference has been held since the resident was admitted or if a resident's last

care conference was conducted more than one year prior to the date of Ontario Regulation 95/20 ceasing to be in force

- Require licensees to ensure that the annual physical examination is held within three months of Ontario Regulation 95/20 ceasing to be in force, if an annual physical examination had not been held in the year before the ceasing to be in force
- Exempt licensees from meeting the minimum staffing hours requirements in the Act and Regulation, for a period of six months from the date the transitional provision comes into effect, as long as all care requirements associated with the position are met. These exemptions would not apply to the direct hours of care targets referred to in the new Act (sections 8 and 9 of the Act).
- Provide that a licensee is not required to comply with a requirement set out in the Act or Regulation respecting qualifications for members of staff, subject to exceptions, until 12 months after the coming into force of the transitional section, as long as the person holding the position, in the reasonable opinion of the licensee, has the adequate skills, training and knowledge to perform the duties required of that position. This transitional provision does not apply to a number of staff positions, including physicians, registered nurses, registered nurses in the extended class and registered practical nurses.
- Providing that a licensee is not required to comply with the requirements in subsection 140 (3) of the Regulation related to the administration of drugs until 12 months after the coming into force of the transitional section, as long as, where the administration involves the performance of a controlled act set out in subsection 27 (2) of the *Regulated Health Professions Act, 1991*, the person administering the drug is authorized to perform the controlled act under the relevant health profession Act

Return-to-Work Risk-Based Framework

Please refer to the Ministry of Health's [COVID-19 Interim Guidance: Omicron Surge Management of Staffing in Highest-Risk Settings](#).

Staffing resources available across the system are limited. Facilities must rely upon their business continuity plans and system partners to support wherever possible. In the event that challenges continue after exhausting your contingency plans, staffing agency partnerships, community partners, and corporate or municipal supports (where applicable) homes should escalate to Ontario Health.

Admissions and transfers

For matters related to admissions and transfers as well as applicable isolation/testing requirements for long-term care homes, refer directly to [Directive #3](#) and the [Ministry of Health COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#), specifically Appendix E: Algorithm for Admissions and Transfers for LTCHs and RHs.

Absences

Requirements

All long-term care homes must establish and implement policies and procedures in respect of resident absences, which, at a minimum set out the definitions and requirements/conditions described below.

For **all absences**, residents must be:

- provided with a medical mask when they are leaving the home
- provided a handout that reminds residents and families to practice public health measures such as masking and hand hygiene when outside of the home
- actively screened upon their return to the home

There are four types of absences:

1. **medical absences** are absences to seek medical and/or health care and include:
 - outpatient medical visits and a single visit (less than or equal to 24 hours in duration) to the Emergency Department
 - all other medical visits (for example, admissions or transfers to other health care facilities, multi-night stays in the Emergency Department)
2. **compassionate and palliative absences** include, but are not limited to, absences for the purposes of visiting a dying loved one
3. **short term (day) absences** are absences that are less than or equal to 24 hours in duration. There are two types of short term (day) absences:
 - **essential absences** include absences for reasons of groceries, pharmacies, and outdoor physical activity
 - **social absences** include absences for all reasons not listed under medical, compassionate/palliative, and/or essential absences that do not include an overnight stay
4. **temporary absences** include absences involving two or more days **and** one or more nights for non-medical reasons

As per [Directive #3](#), homes cannot restrict or deny absences for medical and/or palliative or compassionate reasons at any time. This includes when a resident is in isolation or when a home is in an outbreak.

Isolation and testing requirements for residents when returning from absences

The following are the testing and isolation requirements for residents who go on day and overnight absences. Please note that residents are exempt from these requirements if they are within 90 days from a confirmed COVID-19 infection, assuming they do not have symptoms.

Effective April 11th:

Day & overnight absences (medical, compassionate, temporary or short term):

- No isolation is required unless the resident has a known exposure to a case or symptomatic person while on their absence (see below). A PCR (polymerase chain reaction) test on day 5 following the absence.

Residents who go on absences on a daily or frequent basis are to have a laboratory-based PCR test, on the same day, two times per week (for example PCR test on Tuesday; PCR test on Friday).

If a timely PCR test is not available, 2 Rapid Antigen Tests 24 hours apart may be used as an alternative.

If a resident has a known exposure to a case or symptomatic person while on their absence, they must be treated as a high-risk contact as per the Ministry of Health [COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#), which would require:

- residents that are up to date with their COVID-19 vaccines to isolate until a PCR test on day five is negative.
- residents who are not up to date with their COVID-19 vaccines to isolate for 10 days with a PCR test on day five.

Off-site excursions

Off-site group excursions (for example, to an attraction) are considered social absences and are permitted to reflect the reopening of attractions, music/theatre venues, etc.

For all off-site group excursions, residents must be:

- provided with a medical mask when they are leaving the home

- reminded to practice public health measures such as masking and hand hygiene when outside of the home
- actively screened per Directive #3 upon their return to the home
- following testing and isolation rules under isolation and testing requirements for residents when returning from absences, where applicable

Visitor Policy

All homes are required to establish and implement a visitor policy that complies with this document, [Directive #3](#) (as amended from time to time) and the *Act*, O. Reg. 246/22, in addition to all other applicable laws.

Homes are reminded that residents have a right under the *Fixing Long-Term Care Act, 2021*, to receive visitors and homes should not develop policies that unreasonably restrict this right.

Requirements

1. Every long-term care home must have and implement a visitor policy that, at a minimum:
 - reflects the following guiding principles:
 - **safety** – any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated
 - **emotional well-being** – welcoming visitors is intended to support the mental and emotional well-being of residents by reducing any potential negative impacts related to social isolation
 - **equitable access** – all residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents
 - **flexibility** – the physical/infrastructure characteristics of the home, its workforce/human resources availability, whether the home is in an outbreak and the current status of the home with respect to personal

protective equipment (PPE) are all variables to consider when setting home-specific policies

- **equality** – residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers, as applicable, have the authority to designate caregivers
 - sets out the parameters, requirements, and procedures prescribed in the current version of this document with respect to visitors, including but not limited to:
 - the definitions of the different types of visitors;
 - the requirement to designate caregivers in accordance with the O. Reg. 246/22;
 - restrictions with respect to visitors in the event of an outbreak or when a resident is isolating; and
 - non-compliance by visitors of the home’s visitor policy.
 - includes provisions around the home’s implementation of all required public health measures as well as infection prevention and control practices.
 - reflects the requirements related to the active screening, and surveillance testing of visitors, consistent with [Directive #3](#), the current Minister of Long-Term Care’s Directive [COVID-19: Long-term care home surveillance testing and access to homes](#), and this guidance document, as applicable.
2. In accordance with section 267(2) of O. Reg. 246/22 and Directive #3, homes must maintain visitor logs of all visits to the home. The visitor log must include, at minimum:
- the name and contact information of the visitor
 - time and date of the visit
 - the purpose of the visit (e.g. the name of resident visited)

These visitor logs or records must be kept for a period of at least 30 days and be readily available to the local public health unit for contact tracing purposes upon request

3. Homes must ensure that all visitors have access to the home’s visitor policy.
4. Homes must provide education/training to all visitors about physical distancing, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE.

The home's visitor policy should include guidance from the following [Public Health Ontario resources](#) to support IPAC and PPE education and training:

- guidance document: [recommended steps: putting on personal protective equipment](#)
- video: [putting on full personal protective equipment](#)
- video: [taking off full personal protective equipment](#)
- videos: [how to hand wash](#) and [how to hand rub](#)

Types of visitors

Not considered visitors

Long-term care home staff (as defined under the Act), volunteers, and student placements are not considered visitors as their access to the home is determined by the licensee. Infants under the age of 1 are also not considered visitors and are excluded from testing requirements.

Essential visitors

There are no limits on the total number of essential visitors allowed to come into a home at any given time, under this guidance.

Essential visitors are the only type of visitors allowed when there is an outbreak in a home or area of a home or when a resident has failed screening, is symptomatic or in isolation.

As per O. Reg. 246/22 under the *Fixing Long-Term Care Act, 2021*, there are four types of essential visitors:

- (a) a caregiver, as defined under section 4 of O. Reg. 246/22,
- (b) a support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents,
- (c) a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care, or

- (d) a government inspector with a statutory right to enter a long-term care home to carry out their duties.

Caregivers – scheduling and length and frequency of visits

Homes may not require scheduling or restrict the length or frequency of visits by caregivers. However, in the case where a resident resides in an area of the home in outbreak, is symptomatic or isolating under additional precautions, only one caregiver may visit at a time.

A caregiver should not visit any other home for 10 days after visiting:

- an individual with a confirmed case of COVID-19
- an individual experiencing COVID-19 symptoms

Recognizing there are caregivers who want to volunteer to support more than one resident, in the event of an outbreak, caregivers may support up to two residents who are COVID-19 positive, provided the home obtains consent from all involved residents (or their substitute decision makers). Caregivers may also support more than one resident in non-outbreak situations, with the same expectation regarding resident consent.

General visitors

A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. General visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

Homes should prioritize the mental and emotional well-being of residents and strive to be as accommodating as possible when scheduling visits with general visitors.

Access to homes

All general visitors, including children under the age of 5, can enter the long-term care home. General visitors, with the exception of the children under the age of 5, will need to follow the vaccination policy of the individual long-term care home.

- Up to four visitors (including caregivers) per resident may visit at a time for indoor visits.

There are no sector limits on the number of visitors permitted at outdoor visits, and homes can return to their regular practices on use of their available outdoor spaces.

Homes should not restrict individuals from outdoor visits based on vaccination status.

Homes should ensure physical distancing (a minimum of two metres or six feet) is maintained between groups.

Restrictions during outbreaks or when a resident is isolating

Essential visitors

Essential visitors are the only type of visitors allowed when a resident is isolating or resides in a home or area of the home in an outbreak.

General visitors

General visitors are not permitted:

- when a home or area of a home is in outbreak
- to visit an isolating resident
- when the local public health unit so directs

Direction from the local public health unit

In the case where a local public health unit directs a home in respect of the number of visitors allowed, the home must follow the direction of the local public health unit.

Surveillance testing

All staff, students, volunteers, support workers, general visitors and caregivers, must be tested in accordance with the Minister's Directive. Refer directly to the [Minister of Long-Term Care's Directive COVID-19: Long-term care home surveillance testing and access to homes](#) for requirements related to surveillance testing.

Residents' Councils

Resident Councils (RC) play an important role in every long-term care home. As a reminder:

- licensees are not to interfere with the meetings or operation of the Residents' Council (RC) per section 71 under the Act
- licensees are to co-operate with the RC, appoint an assistant, and respond to council concerns and recommendations

All homes need to ensure that the RC is provided an opportunity to meet. When in-person meetings of the RC are possible, it is expected that the RCs will be provided with the appropriate PPE and adequate space to meet so that physical distancing can be maintained and IPAC guidelines can be followed. Homes are to accommodate the continuation of RC meetings when in-person meetings are not possible.

The Ontario Association of Residents' Councils (OARC) has developed a number of resources to help homes facilitate RC meetings; please visit [OARC's Tools webpage](#) to access these important resources.

Outbreaks

Outbreak definition

For matters related to the definition of an outbreak in long-term care homes, refer directly to [Directive #3](#) and [the Ministry of Health COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#).

Only the local public health unit can declare an outbreak and declare when it is over. It is not the long-term care home's responsibility to determine whether cases have an epidemiological link. Local public health units will determine whether cases have an epidemiological link as part of their investigation, which will inform their decision as to whether or not they declare an outbreak.

Outbreak management

Please refer to:

- [Directive #3](#)
- [COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#)
- [COVID-19 Integrated Testing & Case, Contact and Outbreak Management Interim Guidance: Omicron Surge](#)

Homes must follow direction from their local public health unit in the event of a suspect or confirmed outbreak.

Reporting outbreaks and cases

COVID-19 is a designated disease of public health significance ([Ontario Regulation 135/18](#)) and thus confirmed and suspected cases of COVID-19 are reportable to the local public health unit under the [Health Protection and Promotion Act](#) (HPPA).

Homes must follow the critical incident reporting requirements set out in section 115 of Ontario [Regulation 246/22](#) made under the Act.

Homes are required to immediately report any COVID-19 outbreak (suspect or confirmed) to the Ministry of Long-Term Care using the Critical Incident System during regular working hours or calling the after-hours line at 1-888-999-6973 after hours and on weekends.

Contact information

- Questions regarding COVID-19 related policies and guidance can be emailed to the Ministry of Long-Term Care at MLTCpandemicresponse@ontario.ca
- Contact your local [public health unit](#)
- Questions regarding surveillance testing can be sent to:
 - MLTCpandemicresponse@ontario.ca
 - covid19testing@ontariohealth.ca
 - your Ontario Health primary contact

Resources

General

- [COVID-19 Long-Term Care Communications](#)
- ltchomes.net for long-term care home licensees and administrators
- [Centre for Learning, Research and Innovation in Long-Term Care: Supports During COVID-19](#)

Vaccination

- [COVID-19 vaccines for Ontario](#)
- Ministry of Health, [COVID-19 Vaccine-Relevant Information and Planning Resources](#)
- Ministry of Health, [COVID-19 Vaccine Third Dose Recommendations](#)

Infection prevention and control

For information and guidance regarding general IPAC measures (for example, hand hygiene, environmental cleaning), please refer to the following documents:

- [Infection prevention and control \(IPAC\) program guidance](#) (Ministry of Long-Term Care)
- [Public Health Ontario:](#)
 - [Infection Prevention and Control for Long-Term Care Homes: Summary of Key Principles and Best Practices](#)
 - At a Glance: [Prevention and Management of COVID-19 in Long-Term Care Homes and Retirement Homes](#)
 - [COVID-19: Infection Prevention and Control Checklist for Long-Term Care and Retirement Homes](#)
 - [COVID-19 IPAC Fundamentals Training](#)
 - [Interim Guidance on Infection Prevention and Control for Health Care Providers and Patients Vaccinated Against COVID-19 in Hospital and Long-Term Care Settings](#)
 - [Key Elements of Environmental Cleaning in Healthcare Settings \(Fact Sheet\)](#)
 - [Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings](#)
 - [PIDAC Routine Practices and Additional Precautions in All Health Care Settings](#)
 - [Cohorting During an Outbreak of COVID-19 in Long-Term Care Homes](#)
- [Recommendations for Control of Respiratory Infection Outbreaks in Long-Term Care Homes](#)
- [Infection Prevention and Control in Long-Term Care](#) (Ontario CLRI)
- McMaster University offers a free [online IPAC learning course](#) for caregivers and families.

Signage

- [resources to prevent COVID-19 in the workplace](#) (Ministry of Labour, Training and Skills Development)
- [Public Health Ontario](#)
- Local [public health units](#) may have additional signage on their websites that may be helpful or useful to homes.

Ventilation/Air Flow

Below is a list of Public Health Ontario knowledge related to the use of portable fans, air conditioning units, and portable air cleaners.

- [At a glance: the use of portable fans and portable air conditioning units during COVID-19 in long-term care and retirement homes](#)
- [FAQ: use of portable air cleaners and transmission of COVID-19](#)
- [Focus on: heating, ventilation and air conditioning \(HVAC\) systems in buildings and COVID-19](#)