HOME AND COMMUNITY VISITS DURING COVID-19: WHAT TO EXPECT

BEFORE YOUR VISIT

The SickKids CCMH staff member will:
• Conduct a self-assessment every day prior to any home or community visits to ensure they are feeling well and have no cough, fever or symptoms of respiratory illness
• Contact you to cancel any home or community visits if they are not well
• Conduct a telephone screening prior to booking your visit to ensure you and anyone else present during the visit are feeling well
• Conduct a telephone or in-person screening prior to your visit to ensure you and anyone else present during the visit are feeling well
• You can also do your own self-assessments; see the Ontario COVID-19 Self-Assessment questionnaire on the Ministry of Health website

DURING THE VISIT

Masks
• SickKids CCMH staff will wear a face mask at all times during the home visit
• You and anyone present at the home visit will be required to wear a face mask at all times during the home visit – if you do not have a mask, SickKids CCMH staff will provide you with one
• For outdoor community visits, masks will be worn by staff any time physical distancing of 2 metres (6 feet) cannot be maintained
• We recommend that you and anyone present during the community visit wear a face mask whenever physical distancing cannot be maintained
• If you are unable to wear a mask, please communicate that to SickKids CCMH staff
• Children under the age of 2 do not require a mask

Physical distancing
• Physical distancing means limiting close contact with others
• SickKids CCMH staff, you, and anyone else present during the visit, should keep a distance of 2 meters (6 feet) from each other during the visit
• You can help with physical distancing by:
  - Making sure any other people in the household who will not be participating in the home visit are in another room
  - Choosing an area in the community with a lot of space for distancing
  - Helping to ensure that only one service provider is present during the home visit – avoid booking appointments with other service providers at the same time

Hand hygiene
• To prevent infections, it is important for everyone to maintain proper hand hygiene
• Wash your hands frequently with soap and water and if unable to wash your hands, use a minimum 70% alcohol-based hand sanitizer
• When to clean your hands:
  - Before and after the visit
  - Before and after adjusting your mask
  - After blowing your nose, coughing or sneezing

Cleaning and disinfecting toys and other items
• For activities that require using toys or other items, SickKids CCMH staff encourages you to use your own items while at home or in the community as much as possible
• If SickKids CCMH staff bring items into your home or to use in the community, it will be properly disinfected prior to the visit and after the visit
• Any items that are disposable will be used only once and discarded

For more information on COVID-19, visit the City of Toronto COVID-19 website at [toronto.ca/home/covid-19](https://toronto.ca/home/covid-19)
For SickKids CCMH program information, visit [sickkidscmh.ca](http://sickkidscmh.ca)
This document is informed by Toronto Public Health and Ontario Ministry of Health guidelines for community mental health services