

March 22, 2020

Long Term Care Facility – Visitor Restriction & Access Control Strategy

In response to the COVID-19 public health emergency, it is important for AHS to protect vulnerable patients. The following guidelines are intended to assist on-site AHS staff to set up secure areas and organize checkpoints for visitors.

1. All regular entry points to the facility should be locked and secured from exterior entry.
  2. Informational signage placed for visitors at entry points; such as entry doors, parking lot pay stations and/or placed on existing sign posts located at driveways. The signage should be made of materials that are non-destructive such as plastic, vinyl or aluminum. Paper signage may be used temporarily but can be easily destroyed, become dirty and a potential vector for germs and bacteria.
  3. Each site is required to have a designated entry point for pre-screening procedures prior to visitors interacting with Unit staff and residents. The pre-screening point shall be a temporary barrier consisting of a table, rope/ribbon stanchions, hand sanitizer stations and printed visitor information scripts to be read to each visitor. Secondary consideration for yellow/red checkered floor tape may be used to designate social distancing and cohort seating areas. Check with local suppliers for products.
  4. A defined circulation route must be identified within each facility for visitors to use to access the LTC Unit. There may be multiple routes within a facility, but the facility manager must identify only one route that has either zero or minimal contact with other residents and staff and low impact on facility operations. This route should have directional signage in the form of wall arrows, signs, sandwich board signs, hand sanitizer stations and all doors/offices along the route are to be secured and Environmental Services to do multiple cleanings of these public circulation routes.
  5. The LTC reception/nurses desk will have hand sanitizer stations, signage and barriers to control visitors. This location should be used for staff to conduct briefings for visitors on rules within the facility, further prescreening etc.
  6. Visitors who have completed their visit will exit on the same circulation route and check-out at the designated screening point.



AHS has signage templates [available for download](#) and the Facility Manager can use these to send to a vendor to produce professional signs. Signs should be at least 12"x12" in dimension, exterior signs larger in size.

For further advice on design of these areas and assistance, please contact your AHS Zone ZEOC.