

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020 Last Update: July 1, 2021 Implementation July 7, 2021	Coverage: All staff, visitors

## Purpose

To increase resident's quality of life and wellness by providing safe visiting following *Ministry of Health and Long-Term Care* (MOH) and *Porcupine Health Unit* (PHU) regulations with a focus on protecting LTC Home residents, staff and visitors from the risk of COVID-19.

## References:

*Directive #3 MOH June 4, 2021*

*Covid-19 Visiting LTC May 22, 2021*

## Guiding Principles

- **Safety** – balance the health and safety needs of the residents, staff and visitors and ensuring risks are mitigated.
- **Emotional Well-Being** – support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access** – equitable access to receive visitors, consistent with resident's preferences and within reasonable restrictions that safeguard residents.
- **Flexibility** – variables to consider are the physical/infrastructure characteristics of the Manor, staffing availability, outbreak status, and availability of PPE.
- **Equality** – residents have the right to choose their visitors. Residents or their Substitute Decision Maker (SDM) have the right to designate caregivers.

## Manor's Responsibilities

- Establish a visiting program based on the guiding principles for supporting residents receiving visitors while mitigating the risk of exposure to COVID-19
- Comply with *Directive #3* and PHU related to visiting
- Maintain a visitor's log and retain the information in the log for at least 30 days list to aid in contact tracing collecting the following information:
  - The name and contact information of the visitor
  - Date and time of the visit
  - The resident visited

## Visitor's Responsibilities

- Know and follow the Manor's established policy and procedures
- Provide your contact information
- Keep up to date with the Manor's visiting policy by reviewing it as requested by the Manor a minimum of monthly

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## Definitions

### 1. Essential Visitors

- Essential visitors are defined as: including a person performing essential support services (i.e. food delivery), maintenance, or health care services (i.e. phlebotomy) or a person visiting a very ill or palliative resident.
- Essential Visitors also include support workers and caregivers (see definitions below).
- Government inspectors are considered Essential Visitors but are not subject to this policy.
- **Essential Visitors are the only visitors allowed when resident is self-isolating or symptomatic or when the Manor is in outbreak.**

### 2. Support Worker

- A type of Essential Visitor who is visiting to perform essential support services for the Manor or for a resident at the Home.
  - Examples include physicians, Nurse Practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC Home.

#### **VISITING OF A SUPPORT WORKER**

- Any number of support workers may visit the Manor

### 3. A Caregiver (formerly known as Essential Family Caregiver)

- A type of Essential Visitor who is designated by the resident and/or their SDM, and is visiting to provide direct care to the resident (i.e., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance with decision making)
- Must be 18 years of age or older
- There is no limit to the number of Essential Caregivers a resident/POA may assign
- Designated caregiver names will be maintained and will be available at the main entrance for screener and staff access
- The decision regarding who will be named the caregiver is totally the decision of the resident or SDM if the resident is unable to decide
- Examples of Caregivers include:
  - Family members who provide meaningful connection
  - A privately hired caregiver
  - Paid companions
  - Translators

#### **CAREGIVER VISITS– subject to change if directed by local PHU**

- A caregiver may not visit any other resident or LTC facility for 14 days:
  - After visiting a resident who is self-isolating or symptomatic; or
  - If the Manor is in an outbreak

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CAREGIVER VISITS WHEN NOT IN OUTBREAK	CAREGIVER VISITS WHEN RESIDENT IN ISOLATION	CAREGIVER VISITS WHEN HOME IS IN OUTBREAK
<ul style="list-style-type: none"> <li>a maximum of 2 caregivers can visit at a time inside</li> <li>caregivers may visit at the same time outside in the general visitor area as long as the number of caregivers and number of visitors does not exceed 10</li> </ul>	<ul style="list-style-type: none"> <li>one caregiver at a time</li> </ul>	<ul style="list-style-type: none"> <li>one caregiver per resident</li> </ul>

- CAREGIVERS MUST ATTEST THAT IN THE LAST 14 DAYS:
  - They have not visited another:
    - Resident who is in self-isolation or symptomatic, and/or
    - Organization that was in outbreak
- Caregivers must wear a mask covering nose and mouth at all times; fully immunized caregivers do not have to wear eye protection or maintain social distancing; caregivers not fully immunized must wear eye protection and maintain social distancing when not providing care

#### 4. General Visitors

- A general visitor is a person who is **not an essential visitor** and is visiting:
  - To provide **non-essential** services, who may or may not be hired by the Home or the resident and/or the SDM.
  - For social reasons (i.e., family or friends) that the resident or SDM assess as different than direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.
  - Outdoor VISITS** -MAXIMUM OF 10 GENERAL VISITORS (including essential caregivers) per resident may visit **outside** at a time if the resident is not self-isolating and the Home is not in outbreak.
  - INDOOR VISITS** -2 General Visitors may visit inside regardless of their immunization status
  - Fully Immunized general visitors do not need eye protection and do not need to social distance**
  - Partial/Unimmunized visitor must maintain physical distance of 2 m from others including resident unless the partial/unimmunized visitor is giving the resident a brief hug**
  - Children under the age of 2 are not counted as a visitor**
  - The partial/unimmunized visitor must understand the rules regarding physical distancing and masking at the onset of the outdoor visit; that is to say they must remain 2 meters away from the resident at all times and maintain a mask covering their nose and mouth for the duration of the visit**
  - Eye protection is not required for outdoor visit**
  - Outdoor and indoor visitors must pass screening; indoor visits additionally must be Panbio Rapid Antigen Tested as negative**
- General visitors under the age of 14 must be accompanied by an adult** and must follow all applicable infection prevention and control precautions that are in place (i.e., social distancing, masking, hand hygiene).

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## Screening of Any Visitor (Essential and General)

All visitors must be screened for symptoms and exposure

- Screening includes **checking for symptoms and exposure history for COVID-** identified in the current **COVID-19 REFERENCE DOCUMENT FOR SYMPTOMS**
- Screening for exposure includes contact with anyone with COVID-19 or self-isolating for COVID-19-like symptoms in the past 14 days
- All visitors must attest to not be experiencing any of the typical and atypical symptoms of COVID-19, or not having contact with anyone with COVID-19 or on self-isolation for COVID-19-like symptoms in the previous 14 days
- **Anyone showing symptoms of COVID-19 will not be allowed to enter the home or visit outdoors with the resident and must be advised to go home immediately to self-isolate and be encouraged to be tested**

## Safe Visits

Safe visiting guidelines are variable depending on indoor visit, outdoor visit, immunization status, class of visitor (general visitor or essential caregiver) and if the overall immunization threshold is met by the Manor.

### **INDOOR/OUTDOOR VISITS**

	<u>Outdoor Visits</u>	<u>Indoor Visits</u>	<u>Comments</u>
Appointment needed	Yes for caregivers and visitors	Visitors yes Caregivers no	Entry to the Manor is restricted to <b><u>employees only between the hours of 1400-1445</u></b> . Please arrange your arrival to the Manor outside of these hours
Screening	Yes	yes	
Panbio Testing	No	yes	IF COVID swabbing is needed – please complete the swabbing process between 0930-1030 each day.
Number of visitors including caregivers	10 max	2 visitors and 2 Essential Caregivers + 2 Visitors)	Total number of visitors indoors is limited to 4 max
Number of Visits	2 per resident per week	Visitors 2, Caregivers-unlimited	Each resident is entitled to having 2 visits per week (outdoor or indoor). Essential Caregivers are not limited in the number of times they visit indoors except there is a maximum of 2 caregivers visiting a resident at a time indoors.

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**Fully Immunized/Partially Immunized/Unimmunized**

**Fully Immunized** means the person received all doses of the COVID vaccination required a minimum of 14 days before the visit

**Partially Immunized** means the person received some or all of the doses required to be immunized against COVID but a two-week time period has not passed since the last required dose

**Unimmunized** means the person has not yet received any doses of the Covid- 19 vaccination series.

**IMMUNIZATION STATUS OF VISITOR**

	<b><u>Fully Immunized</u></b>	<b><u>Partially or Unimmunized</u></b>
Eye Protection	Not required	Required when physical distancing not maintained
Masks	Required at all times – must cover nose and mouth	Required at all times – must cover nose and mouth
Physical Distancing	Not required	Required at all times unless the visitor is an Essential Caregiver in the act of performing care.

**IMMUNIZATION STATUS OF MANOR**

- The MLTC has established an immunization target of **85% of residents fully immunized and 70% of staff fully immunized**

	<b><u>Immunization Threshold Met</u></b>	<b><u>Immunization Threshold Not Met</u></b>
Social Gatherings	<ul style="list-style-type: none"> <li>Masks required by all including residents (per NCP)</li> <li>Physical distancing can be relaxed</li> <li>Cohorting can be relaxed when resident activities are outside</li> <li>Essential Caregiver who is fully immunized may accompany resident to activity</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced precautions</li> <li>Physical distancing must be maintained (max occupancy of a room identified)</li> <li>Maintain same grouping for activities</li> <li>Cohorting can be relaxed when resident activities are outside</li> </ul>
Communal Dining	<ul style="list-style-type: none"> <li>Consistent seating of residents at the same table</li> <li>Physical distancing relaxed</li> </ul>	<ul style="list-style-type: none"> <li>Decreased dining room capacity</li> <li>2 m is maintained between all residents in the dining area</li> </ul>

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	<u>Immunization Threshold Met</u>	<u>Immunization Threshold Not Met</u>
	<ul style="list-style-type: none"> <li>• 2m distance between one table and another</li> </ul>	

## **OTHER VISITING POINTS**

Visitors/Caregivers:

- SHOULD NOT bring any bags, purses, food, beverages or other unnecessary items. Electronic devices are permitted to allow for videoconferencing with other family members and the resident you are visiting. You are not allowed to record staff or conversations of other residents. All electronic devices must be wiped down with disinfectant wipes upon arrival to the Manor.
- WILL NOT be allowed to drop-off any items with the resident – items that need to be dropped-off must be given to the screener following the normal package drop-off guidelines outside of scheduled visit time.
- Should arrive 5 minutes before the appointment if visiting outdoors to allow time to complete the screening and be seated for the visit.
- Visitors/Essential Caregivers who require swabbing should make arrangements to be swabbed between 0930-1030 the day of the visit or if the visit is scheduled earlier in the day report for swabbing any time after 0700.

Visitors to the outdoor visiting area can access staff by picking up the phone in the front entrance and call the screener or by using their cell phone and dialing 705-335-6125 Ext. 224 (0800-1600).

## **Non-Compliance with Visiting Policy**

### **NOTE:**

**“non-compliance with the Home’s policies could result in a discontinuation of visits for the non-compliant visitor”**

*COVID-19: visiting long-term care homes, May 22, 2021 p. 6 Non adherence by visitors*

## **Non-compliance with the Manor’s policies could result in discontinuation of visits for the non-compliant visitor**

- If a visitor is found to be non-compliant with the visiting policy/procedure, the following will occur:
  - **Step 1** – Interview with visitor to provide strategies for supporting visitor, understanding and adherence – if compliance does not improve, move to step 2
  - **Step 2** – Reinstruction
  - **Step 3** – Ending the visit; the Manor will document all cases where a visit has been ended by the Manor
- Temporarily Prohibiting a Visitor
  - A visitor may be prohibited from visiting by the Administrator if the visitor repeatedly and flagrantly is in non-compliance with the Manor’s Visiting Policy and Procedure
  - Temporarily Prohibiting a Visitor may occur when:
    - Non-adherence cannot be resolved by explaining and demonstrating requirements

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- The health and safety of residents, staff and other visitors is negatively impacted
  - Behaviour has been demonstrated continuously over multiple visits
  - The visitor has had previous visit(s) ended by the Manor
- Prohibiting a Visitor will be decided if:
  - All other reasonable efforts to maintain safety have been exhausted
  - A reasonable length of prohibition is stipulated
  - Clear identification of requirements the visitor must meet before the visits may be resumed
- Any temporary Prohibition of a Visitor must be clearly documented
- The resident/SDM may designate in writing an alternative individual as caregiver to help meet the resident's care needs when a visitor is prohibited from visiting

Appendix A

**Summary of Visiting Guidelines**

	<b>Immunized Essential Caregiver (EC)</b>	<b>Non-Immunized Essential Caregiver (EC)</b>	<b>Immunized General Visitor</b>	<b>Non Immunized General Visitor</b>	<b>Resident</b>
<b>Surveillance Screening</b> • Questions	Yes	Yes	Yes	yes	No – not for visits
<b>Panbio Testing</b> • RAT	<u>Yes</u> if visit indoors every 2 days	<u>Yes</u> if visit indoors every two days	No for outdoor visits <u>Yes</u> for visits indoors	No for outdoor visits <u>Yes</u> for visits indoors	no
<b>Masks</b> • covering nose and mouth at all time	yes	yes	yes	yes	Yes – as tolerated for all visits indoor and outdoor
<b>Eye protection</b> • shield, safety glasses or goggles	No	No if visits outdoors <u>Yes</u> when within 6 feet of resident indoors	No	No if <u>visit</u> outdoors <u>Yes</u> is visit indoors within 6 feet of resident	No – eye protection not required for any visit
<b>Social distancing</b> • staying 6 feet away from resident	Not required if resident fully immunized**	Required when not performing personal care	Not required if resident is fully immunized**	Required at all times – no personal care allowed -brief hug allowed if eye protection is applied	Unimmunized residents must remain 6 feet away from other residents and visitors
<b>Number of visitors</b>	Total of 10 outside 4 <u>max</u> inside (2 EC's and 2 Visitors)	Total of 10 outside 4 <u>max</u> inside (2 EC's and 2 Visitors)	Total of 10 outside 4 <u>max</u> inside (2 EC's and 2 Visitors)	Total of 10 outside 4 <u>max</u> inside (2 EC's and 2 Visitors)	
<b>Appointments needed</b>	No for inside <u>Yes</u> for outside in the general visitor area	No for inside <u>Yes</u> for outside in the general visitor area	Yes – for each visit	Yes – for each visit	
<b>Number of visits</b>	EC's – unlimited	EC – unlimited	Resident may visit with visitors twice per week regardless of the visitor's vaccination status		Each resident is entitled to have 2 visits per week