

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020 Last Update: May 31, 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 May 22, 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* 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.**
- **Essential Visitors are the only type of Visitors permitted to visit inside the home at this point in time.**

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
- Maximum of 2 caregivers may be designated per resident at a time – the designation must be made in writing to the Manor
- **At the current time, one caregiver may visit inside the Manor at a time; 2 caregivers may visit outside in the general visiting area at a time**
- 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
- The resident or SDM may change the caregiver designation in response to a change in the:
 - Resident’s care needs that are reflected in the Nursing Care Plan
 - Availability of the designated caregiver, either temporary (i.e., illness) or permanent
- Examples of Caregivers include:
 - Family members who provide meaningful connection
 - A privately hired caregiver
 - Paid companions
 - Translators

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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

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"> • a maximum of 1 caregiver can visit at a time inside • 2 caregivers may visit at the same time outside in the general visitor area 	<ul style="list-style-type: none"> • one caregiver at a time 	<ul style="list-style-type: none"> • one caregiver per resident

- **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 along with eye protection for all indoor visits**

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.
 - MAXIMUM OF 2 GENERAL VISITORS per resident may visit **outside** at a time if the resident is not self-isolating and the Home is not in outbreak.
 - **General visitors are not allowed to visit inside at this point in time**
 - **Children under the age of 2 are not counted as a visitor**
 - **The 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**
 - **General visitors do not have to take a rapid antigen test prior to their outdoor visit**
- **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).

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**

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- 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

	<u>General Visitor (outdoors)</u>	<u>Essential Caregivers</u>
Appointment	<ul style="list-style-type: none"> • Required • To make an appointment call 705-335-6125 Ext. 222 and leave a message with your name, phone number, and date and time you would like to visit • Wednesday at 3pm is the cut-off time to make an appointment for the next week 	<ul style="list-style-type: none"> • Not required unless requiring seating in the general visitor outdoor area
Location of Visit	<ul style="list-style-type: none"> • Outdoor only at this time 	<ul style="list-style-type: none"> • Indoor or outdoor
# of visitors	<ul style="list-style-type: none"> • 2 outdoor • Anyone younger than 14 must be accompanied by adult • Anyone under 2 does not count as a visitor 	<ul style="list-style-type: none"> • 1 Essential Caregiver allowed indoors at a time • Maximum of 2 Essential Caregivers allowed in the outdoor general visiting area at a time • 1 Essential Caregiver at a time allowed in the outdoor fenced in area off the resident's unit
Time limit of visit	<ul style="list-style-type: none"> • 60 minutes – this may include the set up and clean up time depending on demand for the visiting space 	<ul style="list-style-type: none"> • No time limit indoors • 60-minute time limit in outdoor general visiting area with appointment only • No time limit in the outdoor fenced in areas off resident's wing
Frequency of Visit	<ul style="list-style-type: none"> • Manor will allow at least one visit per resident per week 	<ul style="list-style-type: none"> • Unlimited visits in areas not reserved for general visitors
Supervision and support	<ul style="list-style-type: none"> • Not required but staff will monitor the flow of visitors to ensure sufficient physical distancing is maintained and will offer support to residents as needed • Resident's rights will be respected including the right to communicate in confidence and receive visitors of choice in private and without interference 	<ul style="list-style-type: none"> • Not required but when in fenced outdoor areas with resident, caregiver must maintain 2-meter distance from other residents and caregivers • Staff will be available to support the resident with needs identified by the resident or caregiver
Limitations to Visiting	<ul style="list-style-type: none"> • Can only visit with the resident booked for the outdoor visit 	<ul style="list-style-type: none"> • Can only visit the resident for whom they are the caregiver

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	<u>General Visitor (outdoors)</u>	<u>Essential Caregivers</u>
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> Medical mask provided by Manor No contact with resident – maintain a 2-meter distance at all times 	<ul style="list-style-type: none"> Medical mask provided by Manor Shield provided or approved by Manor
Mandatory Education	<ul style="list-style-type: none"> Social distancing Hand hygiene Masking – application and removal 	<ul style="list-style-type: none"> GUIDANCE DOCUMENT - Recommended Steps: Putting on Personal Protective Equipment PPE VIDEO – Putting on Full PPE VIDEO – Taking off Full PPE VIDEO – How to Wash Hands
Rapid Antigen Testing	<ul style="list-style-type: none"> Not needed – must maintain masking and social distance 	<ul style="list-style-type: none"> Every second day for internal visits or visits in the fenced outdoor area off care units

OTHER VISITING POINTS

Visitors:

- 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 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 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

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- 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
 - 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