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MANAGING VISITORS – COVID-19 (ON) POLICY #IX-N-10.44

POLICY:

To ensure a safe environment that follows provincially mandated protocols regarding physical distancing, this policy and procedure provides guidance on how visiting can be scheduled and facilitated at Sun Parlor Home in accordance with Provincial guidance. The role that families, friends, and visitors play in providing caregiving and emotional supports is important to the quality of life for long term care residents.

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a long-term care home is appropriate. Where it is not possible or advisable for in-person visits, the home will continue to provide virtual visiting options.

Vaccination continues to be one of the most effective ways to protect families, communities, and ourselves against COVID-19. Evidence indicates that the vaccines used in Canada are very effective at preventing severe illness, hospitalization, and death from COVID-19.

Keeping COVID-19 vaccinations up to date, including getting booster doses as recommended, will help protect an individual against serious illness and other complications of COVID-19 infection.

This policy is guided by the following principles as outlined by Ontario Health and the Ministry of Long-Term Care:

Safety: any approach to visiting in a Long-Term Care (LTC) home must consider, balance, and meet the health and safety needs of residents, staff, and visitors to ensure risks are mitigated.

Emotional Wellbeing: allowing visitors is intended to support the emotional wellbeing of residents and their families/friends, through reducing any potential negative impacts related to social isolation.

Equitable Access: all individuals seeking to visit a resident must be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

Flexibility: the physical/infrastructure characteristics of the LTC home, and its current status with respect to availability of Personal Protective Equipment, staffing availability, and any other key factors must be considered.

Equality: residents have the right to choose their visitors. In addition, resident and/or their substitute decision makers have the right to designate caregivers.

DEFINITIONS:

Team members: for the purpose of this policy, except where otherwise indicated, any permanent and contract, full-time, part-time, and casual: employee, agency staff, contracted healthcare professional, paid trainee, student under clinical placement providing care to residents of the Home.

The definition does not imply or create an employer/employee relationship where none exists, and it is used solely in the context of this policy to differentiate care community team members from Private Caregivers/Companions.

There are four types of Essential Visitors:

1. *Support Worker:* a person visiting to perform essential support services for the home or for a resident at the Sun Parlor Home include a person performing essential support services. This may be direct (i.e. phlebotomy, physician, nurse practitioner, hair dressing) or indirect (e.g., food delivery, inspector, maintenance, IT services, or health care services).
2. *Essential caregivers:* a visitor designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, emotional support, relational continuity and assistance in decision making).
3. *Palliative Resident Visitors:* a person visiting a very ill or palliative resident.
Please note: any palliative residents that has a visitor who fails screening will have isolation precautions put in place. If this is the case visitors are to follow directions for visiting an isolation resident as described below.
4. *Government Inspector:* with a statutory right to enter a long-term care home to carry out their duties.

All other visitors who do not fall into the essential visitor category above are considered general visitors and are not permitted during a whole home outbreak or an outbreak on a home area or to visit an isolating resident.

General visitors: family members, friends or other individuals coming to the home to provide non-essential services or for social reasons and who does not fall into another category. General visitors under the age of 18 must be accompanied by an adult. Children under the age of 2 year are permitted and are not considered visitors.

PROTOCOLS AND PRACTICE STANDARDS:

As the pandemic situation evolves in Ontario, direction regarding visits to Sun Parlor Home (SPH) will be adjusted as necessary keeping the safety and emotional wellbeing of residents and team members at the forefront. Visitor protocols may change as per the Chief Medical Officer of Health's direction or at the direction of the Ministry of Health or Ministry of Long-Term Care and will supersede this policy requirement.

The following baseline requirements must be in place for the home to accept any visitors. The home has established:

- A process for communicating with visitors about the resumption of visits and the associated procedures, including but not limited to, infection prevention and control (IPAC), scheduling and any home-specific policies.
- Protocols to maintain the highest of IPAC standards prior, during and after visits.
- A space designated to greet and screen visitors prior to their scheduled visit.
- **For outdoor visits:** an area for screening; an outdoor visiting area that does not require the visitor to travel through the home; outdoor chair to be provided for both resident and visitor as required.
- **For indoor visits:** an area for screening, designated visiting locations (providing enough space for physical distancing) that ensure privacy, seating as required.

Regarding all Visitation (Essential Caregivers and General Visitors):

1. Visitation programs and testing requirements will be restricted or enhanced based on local and Provincial Guidelines.
2. Visitors must comply with SPH protocols including;
 - a. participate in COVID-19 active screening,
 - b. undergo surveillance testing as set out by the home (not required for outdoor visits),
 - c. don the appropriate PPE as determined by the home based on the current prevalence of COVID-19 in the area and any provincial/local guidance,
 - d. Maintaining appropriate conduct while interaction with residents, team members and other visitors.
3. Visitor(s) must only visit the 1 resident they are attending, and no other resident (certain exceptions may apply, e.g. visiting parents that both reside at the home or support workers providing service to more than one resident).
4. There is no limit to the number of visitors for indoor or outdoor visits. The home may set capacity limits on the number of visitors based on available space.
5. If a resident is symptomatic/isolating or the home area is in outbreak, only one caregiver may visit at a time. General visitors are not permitted in these scenarios.
6. Visitors should attempt to limit movement throughout the home if possible. While masks continue to be required for team members, as well as visitors and caregivers entering the long-term care home, masks are no longer required but strongly encouraged when visitors or caregivers are alone with a resident in their room. For residents living in shared rooms, a designated space will enable residents to interact with their visitors without masks. When

not in a one-on-one setting with a resident in their room or a designated space within the home, visitors and caregivers are required to wear a mask. Additional personal protective equipment may be required based on point of care risk assessment, when the home area is in outbreak, or as otherwise determined by public health.

7. If a resident is symptomatic/isolating or the home is in outbreak, only one caregiver may visit at a time. General visitors are not permitted in these scenarios.
8. Visitors should attempt to limit movement throughout the home if possible.
9. Physical distancing (2m) is not required between visitor(s) and the resident however, the visitor must maintain 2m physical distance from all others (residents, team members, etc.). Please take this into consideration when determining where to visit with the resident. In general, all individuals are encouraged to avoid situations where COVID-19 can spread more easily in crowded places with many people nearby, close-contact settings, and confined/enclosed spaces with poor ventilation.
10. Alternative locations for visits:
 - a. Visiting outdoors with the resident can occur in the courtyard or on the SPH property.
 - b. Indoor visits may take place in the home area lounges as long as posted capacity limits are not exceeded.
11. Visitors are able to accompany a resident to a communal resident meal or activity as long as they maintain mask placement and continue to distance from others.
12. Visitors may accompany a resident for meals or social gatherings in non-communal settings such as a resident's room or designated space. When not in a one-on-one setting with a resident in their room or designated space within the home, visitors and caregivers are required to be masked.
13. Visits may be ended at any time for any visitor who repeatedly fails to adhere to the home's visitor policy requirements.
14. Visitors may be cancelled in the event the resident is not feeling well/is in isolation or in collaboration with local Public Health authorities due to health and safety reasons.

COVID-19 Immunization:

Partially or Unvaccinated Essential Caregivers and Resident General Visitors are required to contact the IPAC lead or designate prior to their initial indoor visit to the home and are highly encouraged to maintain distance between themselves and the resident they are visiting. Team Members and Support Workers are required to be fully vaccinated with their primary series of the COVID-19 vaccine.

Regarding Essential Caregivers

1. There is no limit to the number of caregivers a resident/substitute decision maker can designate per resident.
2. Essential caregivers must be 16 years of age or older.
3. Essential caregivers will be determined by the resident/POA and approved by the Director of Care or designate following a review of the submitted Essential Caregiver Request Form (Appendix A).
4. Essential caregivers must review the following training items related to how to safely provide direct care prior to beginning visits. Additional PPE may be required by designated caregivers based on point of care risk assessment. Retraining may be required based on non-compliance with the IPAC practices set out by the home:

- <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
- <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
- <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
- <https://www.publichealthontario.ca/en/videos/ipac-handwash>
- <https://www.publichealthontario.ca/en/videos/ipac-handrub>
- <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>
- https://www.publichealthontario.ca/-/media/Documents/nCoV/Factsheet/2021/06/lp/fact-sheet-covid-19-preventive-layers.pdf?la=en&rev=e7b77237c8894221b6fe54e6aae4561e&sc_lang=en&hash=F3CE1DD136245CC6E96A877513AB0536

Regarding Palliative Resident

1. Palliative visitors are not required to book visits or participate in surveillance testing but must participate in screening and wear provided PPE.
2. If a palliative visitor fails the screening tool they are able to visit but the resident will be placed on isolation precautions as a Health and Safety precaution.
3. Visitation taking place for the purpose of compassion/palliation are allowed exceptions to the physical distancing rule.

Visitor Non-compliance

1. Team members will provide reminders of the IPAC expectations to the non-compliant visitor and assist the visitor to understand the importance of complying with the visitor guidelines.
2. Visits may be ended at any time for any visitor who repeatedly fails to adhere to the home's visitor policy requirements.
3. Team members will refer any visitor who does not comply with the guidelines outlined in the Managing Visitors – COVID-19 policy to a manager/supervisor and submit a Visitor Non-Compliance Form
4. Visitors who do not comply with the screening and/or surveillance requirements will not be permitted into the Sun Parlor Home.

PROCEDURES/RESPONSIBILITIES FOR ALL VISITS:

The administrator or designate will:

- 1) Distribute letters to family and residents as visitation directions are altered by the Ministry of Health or other government authorities.
- 2) Establish designated outdoor/indoor area(s) for visits to occur, while respecting the requirement of physical distancing and maintaining privacy.
- 3) Establish the flow of team member, resident, and family movement to and from visiting area(s), ensuring minimal traffic through the location/resident home areas.

The DOC or designate will:

- 1) Collaborate with resident/families/team members to determine and deem all essential caregivers.
- 2) Ensure visitors are educated about physical distancing, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE.
- 3) Appoint team member(s) to conduct active screening and provide education to all visitors.

The Scheduling Coordinator, Visitation Scheduling Coordinator or Designate will:

- 1) Receive contact from the resident/POA or designate and review homes visitation procedure/ expectations.
- 2) Be accountable for the process of scheduling visits as required.
- 3) Cancel and reschedule visits as needed.

The Visitor Screener or designate will:

- 1) Ensure that the visitor/caregiver has:
 - a. passed the 2019 Novel Coronavirus (COVID-19) Active Screening Tool
 - b. reviewed the COVID-19 Visitor Information Package and the Managing Visitors Policy as appropriate
 - c. made the appropriate attestations related to their visit
 - d. undergone appropriate testing if required
 - e. the required PPE for their visit

The Infection Control Lead or designate will:

- 1) Communicate if SPH goes into outbreak and cancel certain visitation programs as required

All Team members will:

- 1) Participate in and support visiting of residents as needed
- 2) Guide any visitors with PPE utilization as needed
- 3) Seek support from the nurse in charge and/or manager to address questions and concerns, including immediate advice to support individual resident and family needs

All Visitors/caregivers will:

- 1) Participate in the COVID-19 testing/screening process as directed by local or Provincial authorities (unless requiring immediate access in an emergency or palliative situation)
- 2) Perform hand hygiene and don the required PPE for the type of visit occurring
- 3) Practice physical distancing from team members, other residents and other visitors

References:

COVID-19 Guidance Document for LTCH in Ontario, COVID-19, October 6, 2022 available at:

<https://ltchomes.net/LTCHPORTAL/Content/MLTC%20Guidance%20Document%202022-10-06.pdf>

CMOH Directive #3 available at:

https://health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPP_A.pdf

MOH COVID-19 Provincial Testing Guidance Update available at:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_guidance.pdf

VISITING YOUR LOVED ONE AT SUN PARLOR HOME DURING THE COVID-19 PANDEMIC:

The Sun Parlor Home (SPH) team is excited to welcome you! Before visiting or providing care to your loved one, please review the following information. Every person has a role to play in responding to the current pandemic and each person's actions have an impact on innumerable other people. The guidelines, policies and procedures in place for visiting have been developed to keep you, your loved one and our team members safe.

COVID-19

COVID-19 is an extremely contagious illness. It was identified in December 2019 as a new type of coronavirus. It spreads quickly from one person to another through contact (physically touching a contaminated person or surface) and droplet (cough/sneeze particles) transmission. Symptoms range from mild to severe and, in some cases, can result in death. Symptoms of the virus may take up to 14 days to appear after exposure. Maintaining social distancing from others is crucial. COVID-19 is known to be easily transmitted to the elder population. They are at greater risk of severe complications from the illness due to their age and comorbidities.

Coronavirus prevention:

- ✓ Wash your hands.
- ✓ Don't touch your face.
- ✓ Cover your cough.
- ✓ Avoid close contact.
- ✓ Clean and disinfect.
- ✓ Stay home.

Your responsibilities while visiting:

- ✓ Answer all screening questions honestly and accurately.

- ✓ Comply with the required screening/testing as mandated by the Minister, Ministry of Health and Ministry of Long-Term Care.
- ✓ Wash your hands using alcohol-based sanitizer often. (See directions on proper techniques referring to elsewhere in this document.)
- ✓ Wear the provided Personal Protective Equipment required for your level of visit.
- ✓ Your face covering should fit snugly and cover your nose and mouth. If you do not have a face covering or are visiting indoors, one will be provided to you. Avoid touching the mask and remove it by the ear straps.
- ✓ Maintain a 2-metre (6-foot) distance from other people. If you are not an essential caregiver this includes the resident you are visiting.
- ✓ Visit only your loved one in the designated area. Do not travel throughout the building or visit other residents or team members.
- ✓ Be mindful of the time/time slot you have booked to ensure everyone has a chance to see their loved one.
- ✓ Be considerate and respectful while interacting with people, as this is a very stressful time.
- ✓ If required, let the Visitor Supervisor know when your visit is completed so they can assist your loved one as needed.

Sun Parlor Home (SPH) - Essential Caregiver Request Form

Complete this form and return it to SPH. A team member will contact you to review your request

Essential caregivers are designated by the resident or substitute decision maker and are visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, emotional support and assistance in decision-making).

Essential Caregiver Guidelines:

- Essential caregivers are required to participate in mandatory COVID-19 screening and testing prior to entering the Sun Parlor Home. This may include providing proof of PCR test results or receiving a rapid antigen test on site. The testing requirements are flexible and dependent on Ministry of Health directive, COVID-19: Long-Term Care Home Surveillance Testing and Access to Homes, as well as community provenance of COVID-19.
- The resident/SDM has the right to change who the designated caregiver(s) is/are at any time (this cannot be done only to increase the number of caregivers assigned). Each essential caregiver is required to have their own designated and approved plan.
 - There is no limit on the number of caregivers a resident/substitute decision maker can designate per resident
 - The Home may set capacity limits on the number of caregivers who can visit at a time based on available spaces
 - During a home area outbreak situation, there is only one designated caregiver permitted per visit at a time

- Based on the Sun Parlor Home Managing Visitors Policy all Essential Caregivers who are partially or unvaccinated are required to contact the IPAC Lead/designate prior to their initial visit.
 - Health and Safety should be considered when choosing to visit a resident isolating under Additional Precautions or visiting in an area of the Home in outbreak when not up to date with the COVID-19 vaccine.
- The essential caregiver will wear appropriate PPE as determined by the home based on the current prevalence of COVID 19 in the area or Ministry/Public Health guidance. A surgical/procedural mask is required at all times, other PPE may include a gown, gloves and face shield. The required PPE will be provided when you enter the home.
- Meticulous hand hygiene must be maintained throughout the visit as well as adherence to all infection prevention and control requirements.
- An information package will be provided for your review including the home's Visitor Policy. You are required to review the policy and educational materials prior to your first visit. The team member reviewing your request form will confirm this has been reviewed and answer any questions you may have.
- Physical distancing is not required for an essential caregiver and the resident they are visiting; however, the caregiver must maintain 2-metre/6-feet distance from all other residents and staff.

Essential Caregiver Request Form**Resident Name:** _____ **Date:** _____**Family Member/Caregiver Name:** _____**Email address:** _____**Contact Number(s):** _____**Care Service you will be providing:**

- Direct Care (supporting feeding, hygiene, exercise, etc.)
- Emotional Support
- Cognitive Stimulation
- Other (please specify):

Please provide additional details of the care services you are planning on providing:

What are your preferences for when you would like to visit? (e.g. Monday, Wednesday, Friday).

Which part of the day will you primarily visit (please select only one):

- Day 8 a.m. – 2 p.m.
- Evening 2 p.m. – 8 p.m.

**Prior to visitor restrictions, how involved were you with the above resident's care?
What was your involvement and frequency of care?**

**Please return this form to the Home directed to the Ward Clerks and a team member
will contact you soon!**

OFFICE USE ONLY

Request Reviewed By: _____

Proof of COVID-19 Vaccination visualized or copy of QR provided

Request Approved **Request Denied**

Reason Denied:

Signature: _____ **Date:** _____

Family/Caregiver Notified of Response

Date: _____ **By Whom:** _____

Documented

Caregiver attests to reviewing Training information and Visitor Policy provided.