

TITLE:	Managing Visitors – COVID-19 (ON)	POLICY #:	IX-N-10.44
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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.

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DEFINITIONS

Team Member: 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 care community. 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.

Essential visitors:

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, or health care services)

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).

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.

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.

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.

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- **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.
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.
7. 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.
8. 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 a 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.
9. Alternative locations for visits:
 - a. Visiting outdoors with the resident can occur in the courtyard or on the SPH property.
 - b. Visits may take place in the home area lounges as long as posted capacity limits are not exceeded.
10. 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.
11. 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.

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12. Partially or Unvaccinated general visitors are required to contact the IPAC lead or designate prior to their initial indoor visit to the home.
 - Partially or Unvaccinated general visitors are highly encouraged to maintain distance between themselves and the resident they are visiting.

Regarding Outdoor General Visitors (as allowed based on Provincial and Local guidance)

1. Visits may be monitored to ensure compliance with PPE and to support residents as required.
2. Outdoor visits may be cancelled due to inclement weather.

Regarding Indoor General Visitors (as allowed based on Provincial and Local guidance)

1. Visitors may be monitored to ensure compliance with PPE and to support residents as required.
2. 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.

Regarding Essential Caregivers

1. A resident may have 4 designated caregivers. Any resident that previous to December 14, 2021 had a greater number of caregivers is allowed to maintain those caregivers.
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-how-to-wear-mask.pdf?la=en>

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>

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

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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. 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 the Visitor Non-Compliance Form (Appendix B).
3. 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 including maintaining a standby list to allow for extra visits per week if open slots are available (general outdoor visits).
- 3) Cancel and reschedule visits as needed.

The Receptionist or Designate will:

- 1) Print the Visitation Daily Appointment and Caregiver Log and distribute to all home areas in preparation for next day visits.

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

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The Resident Care Attendant or designate will:

- 1) Coordinate with the home areas and porter the residents to and from their visit if required
- 2) Supervise and monitor the visitation areas and provide support/assistance to resident during the visit, if required
- 3) Clean the resident/family visitation area between visits, including cleaning and disinfection of all chairs, tables and other surfaces

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:

- Minister’s Directive: COVID-19: LONG-TERM CARE HOME SURVEILLANCE TESTING AND ACCESS TO HOMES (March 14th 2022)

- MOLTC: COVID-19 guidance document for long-term care homes in Ontario:

<https://www.ontario.ca/page/covid-19-guidance-document-long-term-care-homes-ontario>

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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 has 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.

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 or Ministry of Long-Term Care
- ✓ Wash your hands using alcohol - based hand sanitizer often (see directions on proper technique on page 2)
- ✓ Wear the provided Personal Protective Equipment required for your level of visit
- ✓ Face covering should fit snug 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 by ear strap
- ✓ Maintain a 2m/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/timeslot 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 complete so they can assist your loved one as needed



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.

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How to handrub

Wash hands for 15 seconds

- 1 Apply 1 to 2 pumps of product to palm of dry hands
- 2 Rub hands together palm to palm
- 3 Rub in between and around fingers
- 4 Rub back of each hand with palm of other hand

Wash hands for 15 seconds

- 5 Rub fingertips of each hand in opposite palm
- 6 Rub each thumb clasped in opposite hand
- 7 Rub hands with product to dry. Do not use paper towels
- 8 Once dry, your hands are safe

JUST CLEAN YOUR HANDS

2019 Novel Coronavirus (COVID-19)

Practice social distancing

2 metres

Do your best to keep at least two metres away from others.

If you have symptoms, take the self-assessment at [Ontario.ca/coronavirus](https://ontario.ca/coronavirus). Or call your primary care provider or Telehealth Ontario at 416-797-0000 (TTY: 416-797-0007)

For more information, visit [Ontario.ca/coronavirus](https://ontario.ca/coronavirus)

2019 Novel Coronavirus (COVID-19)

What you need to know to help you and your family stay healthy

- Wash your hands with soap and water thoroughly and often.**
- Cough and sneeze into your sleeve or a tissue. Dispose of tissue immediately and wash your hands.**
- Keep surfaces clean and disinfected.**
- Stay home when you are sick.**

If you have symptoms, call Telehealth Ontario at 416-797-0000 TTY: 416-797-0007 or contact your public health unit.

For more information, visit [Ontario.ca/coronavirus](https://ontario.ca/coronavirus)

KNOW THE FACTS ABOUT CORONAVIRUS DISEASE (COVID-19)

COVID-19 is an illness caused by a coronavirus. Many coronaviruses are common and generally do not cause illness with mild symptoms similar to the common cold.

Symptoms of human coronavirus may be very mild or more serious, such as:

- FEVER
- COUGH
- DIFFICULTY BREATHING

Symptoms may take up to 14 days to appear after exposure to the virus.

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact (such as touching or shaking hands)
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

The best ways to prevent the spread of this virus is to:

- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid close contact with people who are sick
- cough and sneeze into your elbow and not your hands and
- stay home if you are sick to avoid spreading illness to others

For more information on coronavirus:

1-800-943-8887
 Ontario's coronavirus
<https://www.ontario.ca/coronavirus>

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Appendix A

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

Consideration for Essential Caregiver Program

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.
 - Four caregivers may be granted per resident
 - Any residents that had a greater number of caregivers before December 14th 2021 is able to maintain those caregivers
- 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 indoor visit.
 - Health and safety should be considered when choosing to visit a resident isolating under Additional Precautions or visiting 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 2m/6 feet distance from all other residents and staff.

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:

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Appendix B

Last updated: October 5, 2022

Visitor Non-Compliance Form

Please list the resident that the visitor has come to visit.

Resident Name: _____ Rm# _____

Visitor's Name: _____

Date of non-compliance: _____

Please describe the policy/ protocol/ issue that the visitor was not compliant with: _____

What redirection was provided?
 Describe: _____

Please complete a progress note describing what happened and the redirection provided and if visitor was compliant with redirection.

Has the visitor been compliant after re-direction? Y/N
 Describe: _____

Has this particular visitor been non-compliant with the same issue before? If so, date of non-compliance and was this caregiver re-directed at this time?

Date of previous non-compliance: _____

Redirected: Y/N

Nurse name who handled situation (Please print): _____

*****Forward to responsible nurse leader for the neighbourhood.

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