

**SECTION:** PANDEMIC PLAN**Effective Date:** Oct 13. 2020**SUBJECT:** RESIDENT VISITOR POLICY (REQUIRED FOR ATTESTATIONS)**Supersedes:** Sept 8. 2020

POLICY

There is an ongoing need to protect Retirement Residence residents and staff from the risk of COVID-19, particularly as some Retirement residents are more susceptible to more severe effects of COVID-19 than the general population. Guidance for Retirement Residence visits continues to be in place to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the care they need and maintaining their emotional well-being.

As the province moves into a second wave of COVID-19, in order to continue to balance retirement home resident and staff safety with well-being. Ontario has developed a risk-based response system that includes specific actions based on community transmission and infection spread within the sector.

The Residence is responsible for ensuring residents receive visitors safely to help protect against the risk of COVID-19. The Residence is also responsible for establishing and implementing visiting practices that comply with Directive #3 and align with provincial guidelines. All visitors are responsible for adhering to applicable directives and this Residence's Visitor Policy. Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a Residence is appropriate.

RELATED DOCUMENTS

- Residence Full Policy – Resident Visitors & Resident Absences, New Admissions During Pandemic
- Ontario Provincial Directives - Re-opening Retirement Homes

PROCEDURE

1. Retirement Residences must meet the following conditions before they welcome visitors:
 1. Retirement communities must not be in outbreak. In the event that a Residence has relaxed visitor restrictions and enters into an outbreak, all non-essential visits must be discontinued. Residences must follow all CMOH directives for Residences in outbreak and directions from their local Public Health Unit.
 2. The Residence has developed procedures for the resumption of visits and a process for communicating these procedures with residents, families and staff, including but not limited to infection prevention and control (IPAC), scheduling and any setting-specific policies.
 3. The Residence has dedicated areas for both indoor and outdoor visits to support physical distancing between residents and visitors.
 4. Retirement communities must maintain the highest infection prevention and control standards prior to, during and after visits.
 5. The Residence must have a list of visitors available for relevant staff to access.
 6. Protocols for record keeping for visitations for contact tracing purposes.
2. The Residence has established a visiting plan that will ensure appropriate staffing and that physical distancing can be maintained. The visiting protocols will be established and clearly communicated to families/visitors.



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INFECTION PREVENTION & CONTROL MANUAL

IC07-04-11G

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3. The following options will be available for families/friends to visit the residents:

1. Outdoor Visits in a safe designated area – will follow a visiting schedule and booked ahead with the Residence. Note – not all Residences have the outdoor designated space available.
2. Indoor Visits in a safe designated common area of the Residence – will follow a visiting schedule and booked ahead with the Residence
3. In-suite Visits in the resident's suite:
 - the visit does not have to be scheduled ahead of time
 - the visitor must be screened and therefore must keep their visit within the reception hours of the Residence (hours vary depending on Residence, for example 8am-8pm)
 - visitors may come into the resident's suite in groups of no more than 2 people and must only go to the resident's suite
 - stay within the resident's suite during the visit
 - all other visiting criteria apply related to Infection Prevention & Control Procedures (ie social distancing, hand hygiene and PPE/masks)
 - the visitor(s) clean/sanitize the areas touched within the resident's suite before leaving and the Residence is not responsible for cleaning. The Residence will provide disinfectant spray/cloth or wipes in a common area of the Residence (ie laundry room) for families to use should they not have their own cleaning supplies.
4. Prior to each visit, the visitor must pass active screening every time they are on the premises of or enter the Residence, and also attest that they are not experiencing any of the typical and atypical symptoms of COVID-19. They will not be allowed to visit if they do not pass the screening.

Prior to visiting any resident and at least once every month thereafter, homes should ask caregivers to verbally attest to the home that they have:

Read/Re-Read the following documents made available through email and our Website:

- The home's visitor policy; and
- Public Health Ontario's document entitled Recommended Steps: Putting on PPE
- Watched/Re-watched the following PHO videos:
 1. Putting on Full PPE
 2. Taking off Full PPE
 3. How to Hand Wash

5. The visitor will comply with the Residence's infection and prevention control protocols, including proper use of face coverings/masks.



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- Visitors should use a face covering/mask at all times if the visit is outdoors. If the visit is indoors, a surgical/procedure mask is required. Visitors are responsible for bringing their own masks. If visitors do not bring their own face coverings/mask, they cannot visit.
- Education on all required protocols will be provided by the retirement community.
- Any non-adherence to these rules could be the basis for discontinuation of visits.

6. The Residence has developed an outdoor visit protocol which will include a 6ft physical barrier, designated seating, hand sanitizer and disinfecting between visits. The visitor must only visit the designated indoor or outdoor area they are intending to visit and meet only the resident who has invited them.

OUTBREAK/HIGH ALERT STATUS

When a local PHU declares an outbreak in a Residence, they may also advise further restrictions on visitors in part or all of the Residence, depending on the specific situation.

The RHRA in collaboration with the Ministry for Seniors & Accessibility will identify Residences that require additional actions due to:

- Widespread transmission in the community (Alert); or
- Widespread transmission and infection spread within the sector in the community (High Alert)

VISITORS: ESSENTIAL, GENERAL & CARE SERVICES PROVIDERS

ESSENTIAL VISITORS – CARE GIVERS

Caregiver is designated by the resident and/or their SDM and visits to provide direct care to the resident (ie supporting mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

Examples of caregivers include:

- Family members who provide direct care
- Privately hired caregiver
- Paid companions and translators

A maximum number of 2 caregivers may be designated per resident. The designation should be made in writing to the Residence and the Residence will have a procedure for documenting caregiver designations. The designation will be kept within the Resident’s file.

A resident and/or their SDM may change the designation in response to:

- A change in the resident’s care needs that is reflected in the plan of care and/or



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- A change in the availability of a designated caregiver, either temporary (ie illness) or permanent

Caregivers are the only type of visitors allowed when a resident is self-isolating or symptomatic, or the Residence is in outbreak or is in Alert or High Alert status. They are permitted to enter a home in outbreak, provided the pass active screening every time they are on the premises of or enter the home and will not be allowed to visit if they do not pass the screening. In the case of an outbreak, essential visitors are permitted to visit for up to one hour daily or an agreed upon time frame with a Manager based on individual circumstances.

Visits for Caregivers are permitted as follows:

- Any number of support workers may visit a resident
- Where the Residence is NOT in an outbreak: If the resident is NOT self-isolating or symptomatic, the community has not been identified under Alert or High Alert status a maximum of 2 caregivers per resident at a time may visit that resident. If the resident IS self-isolating or symptomatic, a maximum of 1 caregiver per resident at a time may visit that resident.
- Where the Residence IS in an outbreak: the resident is self-isolating or symptomatic, the community has been identified under Alert or High Alert status, a maximum of 1 caregiver per resident at a time may visit that resident.

GENERAL VISITORS – FAMILIES & FRIENDS

General Visitor is a person who is not an essential visitor and visits:

- To provide non-essential services (may or may not be hired by the home or the resident and/or their SDM),
- For social reasons (family or friends)
- A prospective resident taking a tour of the Residence

Maximum number of 2 General Visitors per resident at a time may visit that resident provided: the resident is NOT self-isolating or symptomatic and the Residence is NOT in an outbreak and the Residence is located in a community that has not been identified under Alert or High Alert status.

A maximum of 1 general visitor designated by the resident at a time may visit that resident in a designated area if the Residence is located in a community that has been identified under Alert status.

General visitors are not permitted in Residences in outbreak or in communities identified under High Alert status and may not visit residents that are self-isolating or symptomatic.



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PERSONAL CARE SERVICES PROVIDERS – HAIR STYLIST, NAIL CARE

Personal Care Service Providers is a person who is not an essential visitor and visits to provide personal services to residents such as hair dressing and nail care.

A maximum of 1 personal care service provider per resident at a time may visit that resident provided: the resident is not self-isolating or symptomatic; the Residence is located in a community that has not been identified under Alert or High Alert status and The Residence is NOT in an outbreak.

Personal care service providers are not permitted in Residences in outbreak or Residences in communities identified under Alert or High Alert status and may not visit residents that are self-isolating or symptomatic.

TOURS FOR PROSPECTS

In-person tours should be reduced as much as possible and replaced with virtual tours. If an in-person tour is deemed necessary of the Residence’s facilities to prospective residents can be permitted if the home is not in outbreak and the Residence is in a community that has not been identified under Alert or High Alert status. The tour group should be limited to the prospective resident or couple plus one other individual (ie accompanying family member or close friend).

All tour participants are subject to General Visitor Requirements (ie active screening, wearing a face covering/mask, following procedures, education review).