

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	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 Released Aug 28, 2020

Resuming Visits in LTC Released Sept 2, 2020

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 list of visitors that is available for staff to access

Visitor's Responsibilities

- Know and follow the Manor's established policy and procedures
- Contact the Manor and provide your email address so that a visitor's policy can be emailed to you, read the policy prior to your first visit after September 9 (date of new policy in effect), read the most current visitor policy monthly
- Starting September 9, all visitors must attend visitor training on their first visit to the Manor (approximately 15-30 minutes)

Definitions

1. Essential Visitors

- Essential visitors are defined as: including a person performing essential support services (i.e. food delivery, inspector), 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.**

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

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
- Designated caregiver names will be maintained and kept in a binder at the main entrance for screener and staff information
- 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

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 2 caregivers can visit at a time 	<ul style="list-style-type: none"> • one caregiver at a time 	<ul style="list-style-type: none"> • one caregiver per resident

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 at a time if the resident is not self-isolating and the Home is not in outbreak.

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

- **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, Testing Attestations, Mandatory Education, Personal Protective Equipment (PPE), Scheduling Screening, Non-Compliance

- All visitors must be screened for symptoms and exposure
- Screening for symptoms includes a temperature check and screening for signs and symptoms as 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

COVID-19 Testing

- All indoor visitors must attest to a negative test in the previous 2 weeks, and that no further testing was positive for COVID-19

	<u>Support Workers</u> – NP, physician, maintenance – not staff of NCM	<u>Caregivers</u> – visiting to provide direct care AND <u>General Visitors</u> – visitors who are not essential visitors
COVID TESTING ATTESTATIONS Note: Government Inspectors must be screened: <ul style="list-style-type: none"> ○ Temp check ○ Signs and symptoms ○ Exposure to COVID Gov't inspectors and visitors of residents who are End of Life (EOL) - DO NOT have to attest to COVID testing in the previous 2 weeks	<ul style="list-style-type: none"> • Verbally attest to testing negative within the previous 2 weeks • Attest to no subsequent positive test in the previous 14 days • EXEMPTION – DO NOT NEED TO ATTEST TO COVID TEST IF EMERGENCY SITUATION 	<ul style="list-style-type: none"> • Verbally attest to testing negative within the previous 2 weeks • Attest to no subsequent positive test in the previous 14 days
Other	<ul style="list-style-type: none"> ○ As above 	<ul style="list-style-type: none"> • Verbally attest that in the previous 14 days they have not visited another: <ul style="list-style-type: none"> ○ resident who is self-isolating or symptomatic ○ Another Home/facility in Outbreak • Prior to visiting and monthly thereafter the caregiver must verbally attest that have read/re-read the Manor's visitor policy

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

	Support Workers – NP, physician, maintenance – not staff of NCM	Caregivers – visiting to provide direct care AND General Visitors – visitors who are not essential visitors
Mandatory Education for Visitors (prior to visit and monthly thereafter)		<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
PPE	<ul style="list-style-type: none"> ALL PPE PROVIDED AS NEEDED BY MANOR 	<ul style="list-style-type: none"> ALL PPE PROVIDED BY MANOR Essential Visitors – all PPE provided by Manor General Visitors – Outdoor Visits – must bring own cloth face coverings General Visitors – Indoor Visits – Manor will provide surgical mask
Scheduling	<ul style="list-style-type: none"> Not scheduled 	<ul style="list-style-type: none"> Caregivers: any time, any day, no restrictions General Visitors: <ul style="list-style-type: none"> scheduled (indoor and outdoor) minimum visit is 30 min – booked for 45 min to ensure 30 min of visit one visit per resident per week – other visits can be requested and will be scheduled if time slots available When scheduling, the Manor will consider: <ul style="list-style-type: none"> Needs of resident; clinical and emotional well-being of resident Total number of visitors in the Manor at any given time
Location of visits	<ul style="list-style-type: none"> Throughout Manor 	<ul style="list-style-type: none"> Caregiver visits: will occur in the resident's room General visits: <ul style="list-style-type: none"> INDOOR -will occur in the multipurpose room OUTDOOR – beside Manor entrance
Supervision of Visits	<ul style="list-style-type: none"> Not required 	<ul style="list-style-type: none"> Not required but Manor 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
Visiting multiple residents	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> Caregivers: you may only visit/provide care for the specific resident you have signed in to provide care for General Visitors, Indoor and Outdoor: you may only visit with residents that you have signed in to visit

Non-Compliance with Visiting Policy

- 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

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

- **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
 - 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

Steps to Visit:

PROCEDURE FOR ANYONE WISHING TO VISIT

Requirements	What to do
<ul style="list-style-type: none"> Up to 2 visitors at a time 	<ul style="list-style-type: none"> For Caregiver Visits resident/SDM will provide the Manor with names of Essential Caregiver <u>in writing</u>.
<ul style="list-style-type: none"> For visits requiring COVID-19 testing - ALL internal visitor other than: <ul style="list-style-type: none"> Government inspector Visitors of a resident who is EOL 	<ul style="list-style-type: none"> To obtain COVID-19 testing, call <u>705-367-4613</u> to make an appointment; the testing clinic is currently open on Tuesday and Friday; it takes 2-3 days to obtain your results If you plan on recurring visits, ensure that you get tested every two weeks
<ul style="list-style-type: none"> Every visitor visiting outside must provide and maintain facial covering (covering both nose and mouth) for the entire time the visitor is on Manor property Every visitor visiting indoors will be provided with a mask upon arrival 	<ul style="list-style-type: none"> Obtain or make a cloth mask for this purpose Make sure the mask covers your mouth and nose at all times Perform hand hygiene each time you touch your mask

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

Requirements	What to do
<ul style="list-style-type: none"> Visits other than Essential Caregiver will be prearranged by appointment only 	<ul style="list-style-type: none"> Contact the resident POA to make sure that you are on the list of visitors Once you have your negative COVID-19 test (indoor visit only), call for an appointment 705-335-6125 Ext. 222 and leave a message with your name, phone number, and date and time you would like to visit If your name is on the POA's list of visitors, you will be contacted to confirm your appointment date and time Wednesday at 3pm is the cut-off time to make an appointment for the next week Appointments will be made on a "first come, first served" basis

DAY OF VISIT – VISITOR WILL:

- NOT** bring any bags, purses, food, beverages or other unnecessary items.
- INDOOR VISITS** – you may bring electronic devices 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 at the Manor.
- NOT** be allowed to drop-off any items with the resident – items that need to be dropped-off can be left through the normal package drop-off guidelines outside of scheduled visit time.
- On your first visit after September 9, 2020 arrive 30 minutes before your visit.** You will be required to read the entire visitor policy and review educational videos,
- Arrive 5 minutes before scheduled visiting time on all other subsequent visits.
- Apply face covering before exiting car for all visits.
- Arrive at the front entrance and sanitize hands, then:
 - Use the phone located in the front entrance to call the screener (if the screener is not at the door);
 - The screener will screen visitor by asking about any signs or symptoms of COVID-19;
 - If visitor passes the screening questions, the screener will open the inner door and allow visitor into the Manor so the screener can take visitor's temperature;
 - The visitor must sign an attestation that they:
 - do not have any signs or symptoms of COVID-19;
 - have not come in contact with anyone who has signs or symptoms of COVID-19;
 - have tested negative for COVID-19 in the past 2 weeks (only for indoor visits and Essential Caregiver visits);
 - will only visit with the resident they have signed in to visit.

ACTUAL VISIT: for Indoor and Outdoor Visits

- After the above procedures are completed you will be directed to take a seat in the visiting area and the resident will be brought to you.
- Outdoor visits:**
 - Physical distancing is **MANDATORY**. **YOU MUST ENSURE that you remain 2 meters** away from the resident and ensure your mask remains in place at all times over your nose and mouth.

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

- **If during an outdoor visit, you feel communication is a problem from a distance, speak with the screener.** If you have been tested COVID-19 negative in the previous 2 weeks, you will be issued a treatment/surgical mask and can move closer than 2 meters to speak with the resident. You must wear the surgical/treatment mask over your nose and mouth the entire time.
- **Indoor visits:**
 - We ask that you respect social distancing; however, if contact is necessary: no face-to-face hugging is permitted, only hugging from the side is acceptable; hold hands sitting beside each other is acceptable (when not face to face) – hand hygiene before and after – ABSOLUTELY NO KISSING – YOUR MASK MUST BE OVER YOUR MOUTH AND NOSE AT ALL TIMES.
- You must remain in the visitor area for the duration of the visit.
- Visits are scheduled for 45 minutes after which time you need to wash your hands and leave.
- If a staff member is not there to return your loved one inside the Manor, please call the screener from the front entrance phone or if the visit is internal, ring the call bell in the multipurpose room.
- You must maintain social distancing between yourself and all other visitors/residents/staff at all times.

ACTUAL VISIT: for Essential Caregivers

- Screening, testing, and education as above; sign-in for your visit.
- Identify to screener that you are visiting as a CAREGIVER.
- Screener will check with nursing to ensure resident is not in isolation.
- DO NOT bring in packages, purses, backpacks, food or beverages.
- Electronics for video conferencing need to be disinfected prior to bringing in the room – recording the verbal communication of staff or other residents is not permitted nor is capturing video or pictures of staff or other residents.
- Name badge will be given identifying you as a CAREGIVER – wear badge for entire visit and return badge to screener at end of visit; IF YOU ARE GOING INTO A ROOM WHERE THE RESIDENT IS ISOLATED: leave the CAREGIVER badge on the isolation cart outside the resident's room door and return it to the front when you leave after your visit.
- **If resident is in isolation:** only one visitor is allowed; wait in front lobby for nurse to bring you to room and review donning and doffing PPE; you must remain in the room in full PPE for your entire visit.
- **If resident is not in isolation:** screener will direct you to the resident's room; you must go straight to the room and remain in the room for your entire visit.
- If you plan on remaining with the resident during the resident's mealtime (*Breakfast is 0800 East Wing, 0830 West Wing; Lunch at 1200 East and West Wing; Supper at 1700 East and West Wing*) **please notify nursing (ring call bell) at least ½ hour before the meal** so arrangements can be made to serve the meal in the resident's room.
- If you would like to provide care for the resident and are not sure how to perform the care safely – ring the call bell and nursing will assist you with the care or train you on how to provide the care safely.
- Do not approach nursing or other residents in the hallway.
- If you need assistance or would like to speak with nursing at any time, ring the call bell.
- If the resident lives in a shared room, do not enter the roommate's side of the room – you must maintain a 2-meter distance from the roommate.
- Mask covering your nose and mouth (and other PPE assessed as needed) must be in place at all times throughout the visit.
- Hand hygiene must occur at a minimum:
 - Before entering the resident's room

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

- Prior to providing care
- After providing care
- Upon leaving the resident's room
- Upon leaving the Manor
- Immediately after you touch your mask or face for any reason
- Hand hygiene stations are located outside the resident's room and beside the resident's bed
- When it is time to leave, follow isolation procedures if the resident is isolated; otherwise wash your hands, walk directly to the front entrance, keeping 2 meters away from others, leave your identification badge with the screener or on the screener's table, and only remove your mask when you get to your car.

Screener Duties

Day of Visit - Screener will:

- Check the schedule of visits for expected visitors – this is available in the front office on weekdays or from the Charge Nurse on weekends.
- Prepare the visiting area for the first visitor – ensure hand hygiene product available on both sides of the table, tables are freshly disinfected, plexiglass is clean, chairs are clean and freshly wiped.

Screener Duties During Actual Visit

- For **Essential Caregiver** visits follow duties as identified in VISITING FOR ESSENTIAL CAREGIVERS
- Welcome the visitor;
- Ask screening questions and record responses – if answer is NO to all screening questions, the visitor can be let into the Manor for temperature check;
- Check visitor's temperature and record temperature on screening form/visitor attestation sheet;
- Have indoor visitors attest to COVID-19 testing (only for indoor visit) and no COVID-19 contact:
 - If visitor shares proof of results, note the results and date of the test on the screening/attestation form
 - If visitor does not share proof of results – mark on the form testing verification was attested by visitor
 - Proof is not required – visitor attestation to negative testing and no contact with COVID-19 is required
- Have outdoor visitor attest to no COVID-19 contact – remind to physically distance from resident at all times;
- Refuse any visitor who fails screening, fails temperature check, cannot attest to no contact with anyone with COVID-19/person with signs or symptoms of COVID-19 or fails to attest/prove that COVID-19 testing was completed (indoor visits) within a two-week period prior to the visit;
- Notify management (RN on weekends) **immediately** of any visitor who fails screening **RN cell 705 367 5634**;
- Guide visitor to visiting area and remind to **wash hands** and to **physically distance** (no touching resident at this time), **visitor should never leave the resident outside alone or in the multipurpose room alone**;
- Remind visitor 5 minutes before visit is coming to an end;
- Return resident into the Manor/back to wing;
- Thank the visitor for coming to visit;
- Disinfect visiting area ensuring table, plexiglass, chairs and any other touched surface with ample disinfectant to meet contact time requirements;
- Mark the visitor off in the visitor binder.

Screener Duties At End of Last Visit of Day

- Disinfect table, chairs, plexiglass for both visiting areas.

North Centennial Manor	
Department: Administration	Policy: Policy & Procedures for Visitors
Date: Implementation September 9, 2020	Coverage: All staff, visitors

- Return alcohol-based hand rub into the Manor.
- Close up the screen tent (if applicable).
- Ensure all papers are filed in the screening binder.
- Check that all residents who were away from the Manor on pass have returned - if any resident has not returned from being away from Manor, notify RN.