



MANUAL: Infection Prevention & Control

SECTION: PANDEMIC PREPAREDNESS

SUBJECT: Covid-19 Pandemic: Resuming Visits

[LTC & RH]

Effective September 9, 2020

POLICY

It is the policy of Schlegel Villages to support the well-being of our residents, while ensuring the safety of those living and working within the Villages. On June 11th, 2020 the Chief Medical Officer of Health amended [Directive #3](#) which permits the slow resumption of visits during the COVID-19 pandemic. Effective September 9th, Schlegel Villages will offer both essential visits and general visits.

In the event of an outbreak, only essential visits are permitted.

Guiding Principles:

- **Safety:** Any approach to visiting must balance the health and safety needs of residents, team members, and visitors, and ensure risks are mitigated.
- **Emotional Wellbeing:** Allowing visitors is intended to support the emotional wellbeing of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.
- **Flexibility:** The physical/infrastructure characteristics of the Village, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to PPE are all variables taken into account when setting the visiting policies.
- **Equality:** Residents have the right to choose their visitors. In addition, residents and/ or their substitute decision-makers have the right to designate caregivers.

DEFINITIONS

Essential Visitor - a person performing an essential support service (such as food delivery, inspector, maintenance, or health services) or a person visiting a very ill or palliative resident. Essential visitors can be further broken down into;

- Support Worker** – person who visits to perform an essential support service for the home or a resident. Examples include physicians, nurse practitioner, registered dietitian, physiotherapist, occupational therapist, maintenance worker, or person delivering food, provided they are not a team member of the home.



- ii. **Caregiver** - person designated by the resident and/or SDM to provide direct care to the resident. Examples include supporting ADLs, cognitive stimulation, communication, meaningful connection and assistance in decision-making. Caregivers may be family member providing meaningful connection, privately hired caregiver, paid companion and translators. It is recommended privately hired caregivers and paid companions only work in one single healthcare site.

General Visitor - a person who is not an essential visitor and is visiting to provide a non-essential service or is visiting socially. Examples include family or friends.

PROCEDURE

1. Team members, volunteers, student placements and agency team members are not considered visitors as their access is determined by the Village, and as such are excluded from this policy.
2. Government inspectors are essential visitors, however, as per Directive #3, are not subject to this policy.
3. Non-essential (general) visits may occur only when the Village is NOT in outbreak. If the Village is declared in outbreak, all non-essential visits must end and outbreak protocols followed. Visits by caregivers are considered essential and will be restricted to one caregiver visit per resident at a time during an outbreak, with appropriate PPE. It is important to note, Public Health may provide direction on visitors to the home during an outbreak, and/or with a suspected case of COVID-19, which may differ from this policy, depending on the situation. If a Village enters into outbreak, restrictions on visits will be communicated to residents and families.
4. The following visitors are required to have a negative COVID-19 test result in the 14 days prior to visit and attest to not subsequently testing positive;
 - i. Support Workers
 - ii. Caregivers
 - iii. General visitors (indoor visits only), with the exception of Arbour Trails as they are a stand-alone retirement home.
5. Visitors will receive a package which will include the visitor policy, information on infection prevention and control protocols, masking and other procedures related to visiting. Information will be shared by email, available through the website and in paper format at the screening table. Visitors will attest to reviewing the information prior to their first visit and at least monthly thereafter.
6. General (non-essential) visits will continue to be booked online or by calling the Village. Essential caregivers do not need to schedule their visit.
7. Villages will maintain and have available at the screening station a list of designated caregivers and a daily schedule of general visitors.



8. Visitors will complete active screening when arriving at the Village. Active screening includes a temperature check. Caregivers and general visitors will also need to attest to reading the visiting policy and to not visiting another home in outbreak or resident who is in isolation in the 14 days prior to visit. With the exception of general outdoor visits, anyone entering the Village will complete active screening on exit as well.
9. Visitors will follow universal masking when visiting the Village. In LTC, surgical/ procedure masks will be supplied for essential visits and indoor general visits and must be worn for the duration of the visit. In RH, surgical/ procedure masks are required to be worn indoors and should be supplied by the visitor. For outdoor visits, cloth face masks or face coverings are required to be worn during the visit and should be brought by the visitor.
10. General visits may only be supervised by the Village to monitor flow of visits, ensure safe physical distancing can be maintained, or to support residents during the visit. The rights of residents will be respected; the resident has the right to;
 - a. Communicate in confidence,
 - b. Receive visitors of their choice, and
 - c. Consult in private with any person without interference.
11. Caregivers will receive additional education to ensure safe provision of care.

Essential Caregivers

1. Residents and/ or their SDM may designate up to two individuals as caregivers who, when visiting will assist with direct care.
 - a. Caregivers must be at least 18 years old.
 - b. Caregiver designations need to be made in writing and are at the full discretion of the resident/ SDM, not the Village.
2. To help with communication, planning and educational support, the Village will collect information related to caregivers such as;
 - a. Contact information,
 - b. Care being provided by the caregiver, and
 - c. Anticipated schedule if known.
3. Up to two caregivers may visit at a time with each resident and they may only visit/ support the resident they are designated to. The Village reserves the right to limit this to one caregiver at a time for residents in shared accommodation where safe physical distancing cannot be maintained.
4. If a Village is in outbreak, or resident being visited is in self-isolation/ symptomatic, visits will be restricted to one caregiver at a time. Caregivers visiting under these circumstances may not visit another home or resident for 14 days. Applicable PPE will be supplied and must be worn by the caregiver during their visit at all times. It is important to note, Public Health may further restrict visiting, depending on the situation.



5. In the event the resident/ SDM needs make a change to a designated caregiver, they may do so in writing if there is a change in the:
 - a. Resident's care needs that is reflected in the plan of care, or
 - b. Availability of the designated, either temporarily or permanently.
6. Access to Village and neighbourhood common areas by caregivers will be limited to ensure the safety of other residents and team members. The Village will designate areas outside of the resident's suite which are accessible.

General Visitors

1. General (non-essential) visits can be scheduled for either indoors or outdoors in designated area(s). To ensure equity, a minimum of 1 visit per week of at least 30 minutes will be supported for each resident.
2. Up to 2 visitors may visit with resident at a time. The Village reserves the right to limit this if safe physical distancing cannot be maintained. Visitors under the age of 14 should be accompanied by an adult, be able to stay with the adult and be able to follow all IPAC protocols.
3. Visitors who wish to visit outdoors with residents are not required to have a COVID-19 test and must maintain physical distancing of 2 metres.
4. If a resident requires support with communication or emotional well-being during the visit and the visitor has attested to a negative COVID-19 test, they may engage in close physical contact if both the resident and visitor are wearing a mask. If the resident cannot tolerate a mask, physical distancing must be maintained.

Dedicated Space for General (Non-essential) Visits

1. Villages will identify dedicated areas for indoor and outdoor visits to occur. In-suite visits are not available at this time.
2. When identifying dedicated visiting locations, the Village will consider available space and accessibility.
3. For outdoor visits, the Village will consider need for shade and protection from the elements when identifying locations. Umbrellas or tents will be purchased or rented as required. For indoor visits, ensure furniture used can be routinely disinfected before/after visits.
4. Access to Village by visitors will be limited. (e.g., visitors will travel to outdoor visiting areas from outside the Village; visitors will travel directly to/from indoor designated visiting locations and will not access other parts of the Village.)



Scheduling General Visits

1. General/ non-essential visits must be pre-arranged/ scheduled.
 - Visitors can either book through the online tool or call the Village for assistance with booking a visit.
 - Visitors need to choose either an indoor or outdoor visit at time of booking.
 - Village reserves the right to cancel a booking if needed.
2. Village will determine the times of day where visits can be supported. It is recommended to avoid shift change and meal times. Staffing level should be considered when determining schedule.
3. Schedule will accommodate time between visits to;
 - a. Accommodate travel time as residents are escorted to/from visiting area.
 - b. Ensure visiting area can be properly sanitized.
4. Daily visitation schedule and list of visitors will be available at the screening location.
5. The Village will strive to honour the visiting schedule, however there may be times where visits may need to be cancelled. (i.e. in the event of an emergency; due to inclement weather, outbreak etc.)

Requirements to Visit

1. Visitors may only visit the resident they are scheduled to visit, and must not stop to visit with other residents who are enjoying the Village space.
2. Visitors cannot exchange items directly with residents – this includes food, beverages or gifts. Items brought for residents are to be left at the designated area to ensure it can be sanitized and safely given to residents at the convenience of the Village.
3. Visitors must adhere to directions and guidelines related to visitation. Non-compliance could result in discontinuation of visits for any non-compliant visitor.



Summary of requirements

	Essential Visitor	Essential Support Worker	Essential Caregiver	General Visitor
Visit during outbreak or when resident self-isolating/ symptomatic	Yes	Yes	Yes – only 1 caregiver at a time	No
Scheduling visits	No	No	No	Yes
Number of visitors	Discretion of Village	No limit	Max 2 (1 if outbreak/ isolating, or space is a factor – shared room)	Max 2
Active screening with temperature check on entry and exit.	Yes	Yes	Yes	Yes <i>Outdoors:</i> entry only
Verbally attest to COVID test	Not required	Yes; unless in an emergency	Yes	Indoor visits only
Attest to not been in another home in outbreak or visited a resident in isolation in last 14 days	No	No	Yes	Yes
Attest to reading visiting policy at start and minimum monthly	No	No	Yes	Yes
Frequency of visit	No restriction	No restriction	No restriction	Minimum 1 visit per week per resident
Length of visit	No restriction	No restriction	No restriction	Minimum 30 min visit
Visit Location	No restriction	No restriction	Resident suite and as designated by Village	Designated area(s); not in-suite at this time
PPE required	Surgical/ procedural mask; additional PPE as needed	Surgical/ procedural mask; additional PPE as needed	Surgical/ procedural mask; additional PPE as needed	<i>Indoor:</i> Surgical/ procedural mask <i>Outdoor:</i> Cloth mask/ face covering

Responding to Visitor Non-Adherence

Schlegel Villages has developed its visitor policy to ensure the safety of those living in, working in and visiting our Villages. In the event there is a concern raised related to visitor non-adherence, the following guidelines are in place.

1. Education and support will be provided to help the visitor understand policy and protocols that have been established.
2. If non-adherence continues, the concern will be escalated to a member of the leadership team who will speak with the visitor. They will provide additional education and reinforce the impact and importance visits have in supporting a resident's care needs and emotional well-being.
3. If non-compliance continues even after the leader has explained applicable requirements and the visitor has the resources and time to adhere to the requirements, the leader may end the visit and ask the visitor to leave the Village. If a visit has been ended by the Village, this decision must be documented. Any



decisions to end a visit will be communicated to the leader-on-call and will be reviewed by the leadership team.

4. After reviewing circumstances related to the situation, the general manager or assistant general manager will contact the visitor to review concerns and determine next steps which may include additional education to be taken.
5. In the event where there is repeated or flagrant non-adherence by a visitor, the Village may decide to temporarily prohibit visits if;
 - i. The non-adherence negatively impacts the health and safety of residents, team members and other visitors,
 - ii. It is demonstrated continuously by the visitor over multiple visits, and they have had previous visits ended.
6. Decisions to temporarily prohibit a visitor will be made only if all other reasonable efforts to maintain safety during a visit have been exhausted. In this case, the following will be documented and communicated to the visitor;
 - i. Length of time for prohibition;
 - ii. Requirements visitor must meet before visits may be resumed.
7. Should additional support be required, the Village may reach out to the local Public Health for further direction.

RESOURCES

- [Resuming Visits in Long-Term Care Homes](#) – MLTC document
- [Reopening Retirement Homes](#) – MSAA document
- Education package for visitors
- Visitor Code of Conduct
- [Donning & Doffing PPE video](#)
- [Hand Wash video](#); [Hand Rub video](#)
- Guidance for Implementing Village Visits
- [LTC Visitors Policy Posters](#)