

ESSENTIAL FAMILY CAREGIVERS GUIDELINES AND FREQUENTLY ASKED QUESTIONS

1. Who can be designated as an essential family caregiver?

A resident, POA/Substitute decision maker can designate a family member, friend or privately hired caregiver, paid companion or translator to be an essential family caregiver. .

2. What is an essential family caregivers?

Essential family caregivers can be up to two identified essential family caregivers who will help residents with feeding, mobility, hygiene, or cognitive stimulation.

3. How many people can be designated as essential caregivers per resident?

A maximum of two people can be designated and registered as an essential family caregivers for each resident.

4. Can a designated essential family caregivers be changed/substituted or rotated?

No, the designated essential family caregivers cannot be changed/rotated unless there is good and sufficient cause for doing so. If and when an essential family caregiver must be changed/substituted, a new registration form must be completed, which will substitute the previous registration form and be submitted to the Director, Nursing Unit and arrangements must be made for the new/substitute caregiver must made for the training before they are able to be begin visiting.

5. Are essential family caregivers able to visit other residents as an essential or general visitor on the same or alternate days?

No. In order to reduce the risk of transmission and for contact tracing purposes, essential family caregivers are only able to visit and service one resident regardless of the days for visitation. Exceptions will only be made for family members designated as an essential caregiver also has another parent/spouse or child living at Villa Colombo Toronto under strict infection control practices.

6. Are essential family caregivers able to have other private clients or work at other long term care facilities or have clients in the community?

While we cannot control what essential caregivers do when not at Villa Colombo Toronto, we strongly recommend that residents and family members not select private caregivers/companions who have clients in other long term care facilities or elsewhere in the community.

7. Will the essential family caregiver be screened upon entry and exit?

Yes, all visitors must pass active screening before entering a home. This includes a temperature check, questions on symptoms and exposures to COVID-19.

All visitors who enter Villa Colombo Toronto must attest that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive. **Note that testing must occur every two weeks in order to meet this criterion for essential family caregivers.**

However, where there is a need for immediate access to Villa Colombo Toronto in an emergency situation, Villa Colombo Toronto will not ask for a verbal attestation for a negative COVID-19 test result.

8. Will Villa Colombo Toronto conduct testing for essential family caregivers?

No, Villa Colombo Toronto does not have the resources to test the essential family caregivers. All visitors must wear surgical/procedure masks inside the home. Essential family caregivers are also required to wear additional personal protective equipment for interactions with residents who are self-isolating, suspected or confirmed to have COVID-19.

9. Will general visitors in the garden or otherwise continue to be allowed?

No, unfortunately, Villa Colombo Toronto cannot continue to provide garden visits as currently scheduled.

Each resident, POA/Substitute Decision Maker will be able to schedule one visit with a maximum of two general visitors per week, lasting a minimum of 30 minutes. The visit time will begin when residents and visitors are seated in the designated visiting areas. Further information will be provided regarding the process for general visits in the coming week.

10. What Personal Protective Equipment will the Essential Family Caregivers be required to wear?

Essential family caregivers will be required to wear a medical grade mask while at Villa Colombo Toronto except when eating or drinking. Essential family caregivers will also be required to follow all protocols related to specific infection control precautions as determined by Villa Colombo Toronto and read and abide by all signage, which might identify and require the essential visitor to wear a visor/goggles, gown and use gloves.

11. Who will provide the essential family caregivers the required PPE?

Villa Colombo will provide the medical grade mask upon entrance to Villa Colombo Toronto. Visitors are required to provide their own face shield and goggles. Gowns and gloves will also be provided by Villa Colombo Toronto.

12. What is the duration of the training session for the essential family caregivers and what will be covered in the session?

The training provided to the essential family caregivers will be approximately 20 minutes in duration. The training will include Hand Hygiene techniques and expectations and PPE use and proper donning and doffing protocols.

13. What if the essential family caregiver cannot attend any of the prescheduled dates and times for the training?

If none of the pre-established sessions work with your schedule, you will not be able to begin visiting as an essential caregiver until the training has been completed. Contact Binod Baral at bbaral@villacolombo.on.ca to arrange for alternative date and time.

14. Do all visitors have to complete the training?

No, not all visitors have to complete the training. Only those visitors designated as an essential family caregiver who will be helping with, feeding, mobility, hygiene, or cognitive stimulation.

15. Where will essential visitors be able to have a break, eat their meal or rest?

While not in outbreak, all visitors will be allowed to have their break/meals in Elio's Café on the Concourse Level in the Fidani Wing. Physical Distancing must be maintained at all times. Weather permitting; visitors can also use the garden.

Essential visitors are not to eat, drink or use the washrooms in the residents' rooms or on the units. Essential visitors are to use the public washrooms on the Ground Floor on the Fusco Wing only.

16. Can essential caregivers leave the unit/resident rooms with the residents?

No, essential visitors must stay in the residents' room unless there are too many people in the residents' room and physical distancing is not possible. In the event there are too many visitors in one room, due to roommate visitations, the families will have to mutually agree, with the assistance of the nurse, which resident will remain in the room with his/her visitors and which family will have to use a designated visitors space.

17. Are essential family caregivers able to come in to visit if not feeling well?

No, absolutely not. One of the most important actions you can do to prevent the spread of COVID-19 is for visitors to self-screen before visiting for COVID-19 symptoms and to stay home if you are unwell. Use the self-assessment tool. <https://covid-19.ontario.ca/self-assessment/>

Do not visit if you are not feeling well, have travelled outside of Canada within 14 days, or you have been in close contact with someone who has or is suspected to have COVID-19. It's important that visitors be symptom free without medications. If you have a fever, do not treat the fever with medications and then visit.

18. What else can visitors do to reduce the risk to residents, staff and others at Villa Colombo Toronto?

Visitors can assist with keeping everyone healthy and safe by practicing the following Core Four actions:

Stay apart

- Ensure you and others maintain an appropriate physical distance from one another.
- Follow directional signage.

Lather up

- Practice proper hand washing at all times. Remember to wash for a minimum of 20 seconds.
- Remember to use hand sanitizer before and after every resident interaction when hand washing is not an option.
- Do not share anything with others if at all possible. If using shared equipment, it must be disinfected thoroughly before and after each use.

Mask up

- Wear a medical grade mask at all times when in Villa Colombo Toronto, unless eating or drinking.
- Wear the mask properly and safely.
- Preserve and store your mask properly when not in use. Change the mask when wet or visibly soiled.

Get tested

- If you or anyone in your household is sick or has had close contact with anyone with COVID-19, you should get tested at the nearest assessment centre and stay home. Close contact means being within 2 metres of the person for 15 minutes or longer.