



Home's Visitor Policy During Covid-19 (Ontario)

LAST UPDATED: September 9 2020

APPENDICES:

- Appendix 1 – Extencicare Visitor Education Package

POLICY

Extencicare has adopted the Ontario Ministry of Long-Term Care's Resuming Visits in Long-Term Care Homes' directives into this Home's Visitor Policy During COVID-19 (Ontario) referred as the "Visitor policy" herein.

Note: All visits are subject to further direction from the local public health unit.

BACKGROUND

As the COVID-19 outbreak evolves, direction on long-term care (LTC) home visits will be adjusted as necessary, keeping the safety and well-being of residents and staff at the forefront.

There is an ongoing need to protect LTC home residents and staff from the risk of COVID-19, particularly as LTC home residents are more susceptible to infection from COVID-19 than the general population due to their age and medical condition. Rules for LTC home visits continue 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. These rules are in addition to the requirements established in the LTCHA and Ontario Regulation 79/10.

DEFINITIONS

ESSENTIAL VISITORS

Essential visitors include a person performing essential support services (e.g., food delivery, inspector, maintenance, or health care services (e.g., phlebotomy)) or a person visiting a very ill or palliative resident. Essential visitors also include support workers and caregivers as defined in this policy.

SUPPORT WORKER

A support worker is a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home. Examples of support workers include physicians, nurse practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC home as defined in the *Long-Term Care Homes Act (LTCHA)*.

CAREGIVER

A caregiver is a type of essential visitor who is 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, relational continuity and assistance in decision-making). A maximum of two (2) Caregivers may be designated by the resident/SDM.

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DEFINITIONS

GENERAL VISITORS

A general visitor is a person who is not an essential visitor and is visiting:

- a. To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or,
- b. For social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.

NOT CONSIDERED VISITORS

LTC home staff, volunteers and placement students are not considered visitors as their access to the home is determined by Extendicare.

Note: Refer to *Determining Type of Visitor Algorithm* (included in *Extendicare Visitor Education Package*).

PROCEDURES

ALL VISITORS

SCREENING

1. Visitors will be actively screened on entry for symptoms and exposure for COVID-19, including temperature checks and will not be admitted if they do not pass the screening.
2. Visitors must attest to not be experiencing any of the typical and/or atypical symptoms.

SUPERVISING VISITS

1. The home may supervise visits at their discretion in order to manage health and safety during visits (e.g., monitoring the flow of visitors to ensure sufficient physical distancing can be maintained, supporting residents during the visit, etc.).
2. Where a home needs to supervise visits, the supervision will be implemented in a manner that respects the resident's right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference under paragraph 14 of subsection 3(1) of the LTCHA.

PROCEDURES SPECIFIC TO:

1. A maximum of 2 general visitors per resident may visit at a time, provided:
 - a. The resident is not self-isolating or symptomatic; and,
 - b. The home is not in an outbreak.

GENERAL VISITORS

SCREENING

1. General visitors who are visiting indoors will verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and have not subsequently tested positive.

Note: *The home will not provide the testing.*

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2. General visitors will verbally attest to the home that, in the last 14 days, they have not visited a:
 - a. Resident who is self-isolating or symptomatic; and/or
 - b. Home in an outbreak.
3. General visitors will read, at minimum once a month, this Visitor policy and review the Extendicare Visitor Education Package that includes information and videos for putting on and taking off required PPE, and hand hygiene.
***Note:** The Extendicare Visitor Education Package has been included in the appendices of this Visitor policy.*
4. General visitors will verbally attest to the home that they have read/re-read the Visitor policy at minimum once a month.

PPE

1. For outdoor visits, general visitors are responsible for bringing their own mask or face covering.
2. For indoor visits, the home will provide surgical/procedure masks for general visitors, as required.

MANAGING SAFE VISITS

1. General visitors are required to pre-schedule their indoor and outdoor visit with the home outside of mealtimes, may be limited to 30 minutes in length and will be allowed if the home is not in a current COVID-19 outbreak.
2. In order to promote equitable access, residents will be limited to one general visit per week in either an indoor or outdoor setting, up to 2 people at a time.

***Note:** General visitors younger than 14 years of age should be accompanied by an adult and must follow all applicable infection prevention and control (IPAC) precautions that are in place at the home and will be counted as one of the two people visiting.*

PROCEDURES
SPECIFIC TO:

ESSENTIAL VISITOR
/ SUPPORT WORKER

1. Essential visitors will be the only type of visitors allowed when a resident is self-isolating or symptomatic, or the home is in an outbreak.

***Note:** During an outbreak, and/or a suspected or confirmed case of COVID-19, the local public health unit will provide direction on visitors to the home, depending on the specific situation.*

SCREENING

1. Support workers will verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive with the following exception: Where a support worker requires

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immediate access to the home in an emergency situation, the home does not need to ask for a verbal attestation for a negative COVID-19 test result.

Note: *The home will not provide the testing.*

PPE

1. The home will provide surgical/procedure masks, gloves, gowns and eye protection (e.g., face shield or goggles) for essential visitors, as required.

PROCEDURES SPECIFIC TO:

ESSENTIAL VISITOR / CAREGIVER

1. A caregiver, as designated by the resident/SDM, may not visit any other resident or home for 14 days after visiting another:
 - a. Resident who is self-isolating or symptomatic; and/or
 - b. Home in an outbreak.
2. Caregiver visits do not require scheduling, and length or frequency of visits will not be restricted.

Note: *Where the home has temporarily prohibited a caregiver due to non-compliance of the requirements, the resident and/or their substitute decision-maker may need to designate an alternate individual as caregiver to help meet the resident's care needs.*

3. Visits for caregivers are permitted as follows:
 - a. If the resident is not self-isolating or symptomatic, a maximum of 2 caregivers per resident may visit at a time.
 - a. If the resident is self-isolating or symptomatic, a maximum of 1 caregiver per resident may visit at a time.
 - b. Where the home is in an outbreak, a maximum of 1 caregiver per resident may visit at a time.

SCREENING

1. Caregivers will verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive.

Note: *The home will not provide the testing.*

2. The home will ask caregivers to verbally attest that in the last 14 days, they have not visited another:
 - a. Resident who is self-isolating or symptomatic; and/or
 - b. Home in an outbreak.

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- Caregivers will read this Visitor policy and review the Extendicare Visitor Education Package on how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene at minimum once a month.

Note: *Extendicare's Visitor Education Package has been included in the appendices of this policy.*

- Caregivers will verbally attest to the home that they have read/re-read the Visitor policy.

PPE

- The home will provide surgical/procedure masks, gloves, gowns and eye protection (i.e., face shield or goggles) for caregivers, as required.

NON-COMPLIANCE FOR ALL VISITORS

- Visitors must reflect on the following as the home addresses non-compliance:
 - Visits are critical to supporting a resident's care needs and emotional well-being.
 - The impact of discontinuing visits on the resident's clinical and emotional well-being.
 - The visitor's responsibility is to comply with home's policies that provide residents, staff and other visitors protection from the risk of COVID-19.
- Non-compliance with the home's policies could result in a discontinuation or termination of a visit(s) for the non-compliant visitor. In the event of non-compliance by a visitor:
 - The home will review the Visitor policy with the non-compliant visitor including the Extendicare Visitor Education Package contents.
 - The home will use their discretion to end a visit after repeated non-compliance to the Visitor policy, provided:
 - the home has explained the applicable requirement(s) to the non-compliant visitor.
 - The non-compliant visitor has been given resources to adhere to the requirement (e.g.) there is sufficient space to physically distance, the home has supplied the PPE and demonstrated how to correctly put on PPE, etc.).
 - The non-compliant visitor has been given sufficient time to adhere to the requirement(s).
 - The home will use their discretion to temporarily prohibit a visitor in response to a repeated and flagrant non-compliance, including determining a reasonable length of time for the prohibition. Temporary

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prohibitions will be made only after all other reasonable efforts to maintain safety during visits have been exhausted including:

- i. Repeated attempts to explain and demonstrate how the visitor can adhere to the requirements are not successful.
- ii. Visitor refusal to follow the requirements of the Visitor policy.
- iii. The visitor has negatively impacted the health and safety of residents, staff, and other visitors in the home.
- iv. The visitor demonstrates non-compliance continuously over multiple visits.

Note: *The visitor will be required to re-read the Visitor policy and review the Extendicare Visitor Education Package contents, before visits can be resumed.*



- Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a LTC home is appropriate.
- With the exception of service animals, animals are not permitted for indoor visits. They are permitted for outdoor visits.

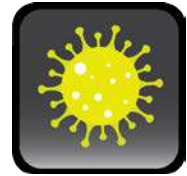


Accessibility for Ontarians with Disabilities Act

Ministry of Long-Term Care "Resuming Visits in Long-Term Care Homes"
released September 2, 2020

Ontario Long-Term Care Homes Act
<https://www.ontario.ca/laws/statute/07l08>

Ontario Regulation 79/10 under the Long-Term Care Homes Act
<https://www.ontario.ca/laws/regulation/100079>



Extendicare Visitor Education Package

APPENDIX 1

LAST UPDATED: September 9 2020

Reviewing the Extendicare Visitor Education Package is a requirement for all visitors who choose to visit indoors and includes the following educational contents that must be reviewed prior to first visit, and at minimum once every month thereafter:

Educational Contents	Where to find/how to access instructions:
Extendicare Education Video on Donning:	Use (click on or type into internet browser) the following website link to access: https://rb.gy/uyq34j
Extendicare Education Video on Doffing:	Use (click on or type into internet browser) the following website link to access: https://rb.gy/if99d3
Extendicare Donning Sequence Poster	See page 3 of this Appendix.
Extendicare Doffing Sequence Poster	See page 4 of this Appendix.
Visiting Your Loved One Handout	See page 5 and 6 of this Appendix
Determining Type of Visitor Algorithm	See page 7 of this Appendix.

Home staff can be contacted to get answers to any questions you may have about these contents.

PPE DONNING Sequence



Perform hand hygiene

1



Put on gown

2



Put on mask or
N95 Respirator *

3



Put on eye protection
(goggles/face shield) *

4



Put on gloves

5

*Follow Universal PPE Strategy principles when policy is in effect.

PPE DOFFING Sequence



Take off gloves

1



Perform hand hygiene

2



Take off gown

3



Perform hand hygiene

4



Take off eye protection
(goggles/face shield) *

5



Perform hand hygiene

6



Take off mask or N95 Respirator *

7



Perform hand hygiene

8

*Follow Universal PPE Strategy principles when policy is in effect.



Visiting Your Loved One



COVID-19 is a very contagious illness. It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.

It is important to consider the safest way to begin visits again. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.

What to expect regarding your visit:

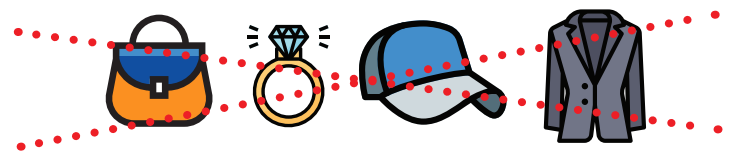
- Contact the home to schedule your visit.
- You will be required to identify what type of visitor you are (caregiver or general visitor).
- You will be screened at your visit. This may involve taking your temperature and answering questions.
- You may receive a badge to wear.
- You will be asked to wear Personal Protective Equipment such as a mask, and maybe a gown.
- You will be asked to use hand sanitizer. Please follow directions given on proper technique (steps 1-7 from How to Handrub - see back page).
- Your visit may be supervised.

Your responsibilities as a visitor:

- Respect the guidelines that have been put in place. Please ask if you do not understand them.
- Answer the screening questions honestly. For Ontario indoor visits, you must attest to home staff that you have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive.
- Prior to every visit, review education material and the home's visitor policy.
- Your visit is limited to your loved one, no other residents.
- Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone.

Things to remember:

- Check with your home regarding what gifts or items you can bring, if any.
- Minimize jewelry, accessories e.g. purses (you may want to leave your coat in the car). The fewer items you bring, the lower the risk of virus transfer.
- Should you bring a cell phone, it may be wiped down with a disinfectant.
- Avoid touching your face, eyes or mouth or adjusting your glasses during your visit.
- Ensure long hair is tied back.



How to Handrub

RUB HANDS FOR 20 SECONDS



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



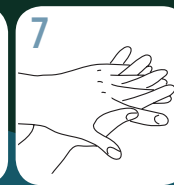
4 Rub back of each hand with palm of other hand.



5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clasped in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.

Determining Type of Visitor Algorithm



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... helping people live better