

DESIGNATED VISITOR (DESIGNATED CAREGIVER) GUIDELINES AND FREQUENTLY ASKED QUESTIONS

1. Who can be designated as designated caregiver?

A designated caregiver is designated in writing by the resident/substitute decision maker to provide direct care to the resident.

2. What is a designated caregiver?

A designated caregiver can be up to two identified designated caregivers who will help residents with feeding, mobility, hygiene, or cognitive stimulation. Only one designated caregiver would be allowed during outbreak.

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

A maximum of two people can be designated and registered as caregivers for each resident. Unless otherwise stipulated by the Ministry or if in Outbreak.

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

No, the designated family caregivers cannot be changed/rotated unless there is good and sufficient cause for doing so. If and when an designated 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 be made for the training before they are able to begin visiting.

5. Are designated caregivers able to visit other residents as a designated or general visitor on the same or alternate days?

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

6. Are designated 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 designated caregivers do when not at Villa Colombo Toronto, we strongly recommend that residents and family members not designate caregivers/companions who have clients in other long term care facilities or elsewhere in the community.

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

Yes, all visitors must pass active screening before entering the 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 designated 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 designated caregivers?

No, Villa Colombo Toronto does not have the resources to test the designated caregivers. All visitors must wear surgical/procedure masks inside the home. Designated 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 previously scheduled.

General visits are currently on hold.

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

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

11. Who will provide the designated 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 designated caregivers and what will be covered in the session?

The training provided to the designated caregivers will be approximately 20 minutes in duration, with 10 minutes for questions. The training will include Hand Hygiene techniques

and expectations and PPE use and proper donning and doffing protocols. Please refer to the Extencicare/Villa Colombo policy posted on the website at www.villacolombo.on.ca for additional training resources and reference.

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

If we cannot find a mutually convenient date/time, you will not be able to begin visiting as a designated caregiver until the training has been completed. Contact info@villacolombo.on.a to arrange for a training date and time if you are not contacted directly.

14. Do all visitors have to complete the training?

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

15. Where will designated caregivers 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 or in the garden (weather permitting). Physical Distancing must be maintained at all times.

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

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

Designated caregivers 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 caregiver and which caregiver will have to use an alternative designated visitors space.

Designated caregivers are able to take their resident/loved one to the garden for a visit if the weather permits. A maximum of 25 people are allowed in the garden area at one time. Masks must be worn by the resident. Additionally, the designated caregiver is asked to disinfect any chairs and/or tables before and after each use and to use the elevators of the wing where the resident resides to get to the garden. Residents living in Fidani Wing should only use Fidani Wing elevators and residents living the Fusco Wing should only use the Fusco Wing elevators.

17. Are designated 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.