



## Visits to Long-Term Care Homes during COVID-19 Policy & Procedure

<b>DIVISION:</b>	H. J. McFarland Memorial Home		
<b>DEPARTMENT:</b>	H. J. McFarland Memorial Home		
<b>SUBJECT:</b>	COVID -19 Visiting Policy & Procedure		
<b>ENFORCES POLICY:</b>			<b>POLICY SECTION:</b>
<b>PROCEDURE NUMBER:</b>			
<b>EFFECTIVE DATE:</b>	September 9 2020	<b>APPROVAL DATE:</b>	September 8, 2020
<b>REVIEW DATE:</b>			<b>SUPERSEDE DATE:</b>

### 1. PROCEDURE STATEMENT

To protect the health and safety of H.J. McFarland Memorial Home residents, staff, and visitors while supporting resident in receiving the care they need and maintaining their emotional well-being.

### 2. SCOPE

In scope are all practices associated with "Resuming Visits in Long Term Care", including indoor and outdoor visiting, screening protocols, definitions for visitor types scheduling and cleaning practices.

### 3. RESPONSIBILITY

H.J. McFarland Memorial Home is responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19. H.J. McFarland is also responsible for maintaining a list of visitors that is available for staff to access.

### 4. DEFINITIONS

#### Short Stay Absence

- For health care related, social, or other reasons
- Does not include an overnight stay (except single-night emergency room visits)

## Temporary Absence

- For personal reasons
- For one or more nights
- Our homes will review and approve all temporary absences

## **ESSENTIAL VISITOR**

Defined as including a person performing essential support services (e.g. food delivery, inspector, maintenance, or health care services (phlebotomy)) or a person visiting a very ill or palliative resident.

Essential visitors include support workers and caregivers; but an essential visitor does not need to be a support worker or caregiver, as long as they meet the definition under directive #3

## **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 *LTCHA*.

## **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).

Caregivers must be at least 18 years of age.

A maximum of 2 caregivers may be designated per resident at a time. The designation should be made in writing to the home. Homes should have a procedure for documenting caregiver designations. The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker and not the home.

A resident and/or their substitute decision-maker may change a designation in response to a change in the: Resident's care needs that are reflected in the plan of care.

Availability of a designated caregiver, either temporary (e.g., illness) or permanent.

Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.

## **GENERAL VISITOR**

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

## 5. PROCEDURE

### (1) VISITING ACCESS

If the home is **NOT** in an outbreak and resident is **NOT** self isolating or symptomatic:

#### Essential visitors:

- Are permitted
- Maximum of 2 caregivers per resident may visit at a time
- Any number of support workers can visit the home

#### General visitors

- Are permitted
- Maximum of 2 general visitors per resident may visit at a time
- General visitors under the age of 14 years of age should be accompanied by an adult

If the home **IS** in outbreak, or resident **IS** self isolating or symptomatic

- Essential visitors are permitted
- Maximum of 1 caregiver per resident may visit at a time
- A caregiver or visitor may not visit any other resident or home for the next 14 days
- General visitors are not permitted

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.

### (2) SCREENING PROTOCOLS

Screening protocols, specifically that visitors be actively screened on entry for symptoms and exposures for COVID-19, including temperature checks and not be admitted if they do not pass the screening. Visitor attestation to not be experiencing any of the typical and atypical symptoms.

- H.J. McFarland is not required to provide the COVID-19 Testing

#### **Support Worker**

- Actively screened on entry for symptoms and exposures for COVID-19, including temperature checks and not be admitted if they do not pass the screening
- Visitor attestation to not be experiencing any of the typical and atypical symptoms
- Verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive
  - Where a support worker requires 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
  - A person visiting an ill or palliative resident the home does not need to ask for a

verbal attestation for a negative COVID-19 test result

### **Caregiver**

- Actively screened on entry for symptoms and exposures for COVID-19, including temperature checks and not be admitted if they do not pass the screening
- Visitor attestation to not be experiencing any of the typical and atypical symptoms
- Verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive
- Homes should ask caregivers to verbally attest to the home that, in the last 14 days, they have not visited another:
  - Resident who is self-isolating or symptomatic; and/or
  - Home in an outbreak.
- Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter, the home should ask caregivers to verbally attest to the home that they have read/re-read the home's visitor policy.
- Completed training to caregivers that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene. The home should also provide retraining to caregivers, with the frequency of retraining indicated in the home's visitor policy

### **General Visitor**

- Actively screened on entry for symptoms and exposures for COVID-19, including temperature checks and not be admitted if they do not pass the screening
- Visitor attestation to not be experiencing any of the typical and atypical symptoms
- Verbally attest to the home that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive (**if general visit is inside**)
- Homes should ask caregivers to verbally attest to the home that, in the last 14 days, they have not visited another:
  - Resident who is self-isolating or symptomatic; and/or
  - Home in an outbreak.
- Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter, the home should ask caregivers to verbally attest to the home that they have read/re-read the home's visitor policy.

## **(3) PERSONAL PROTECTIVE EQUIPMENT (PPE) AND INFECTION PREVENTION AND CONTROL**

### **Essential visitor**

- Our home is responsible for providing surgical/procedural masks for essential visitors
- If our home is in outbreak or the resident is self-isolating or symptomatic full PPE (gloves, gown, mask, and eye protection) will be provided

### **General Visitor**

- Homes are responsible for providing surgical/procedural masks for general visits indoors
- General visitors are responsible for bringing their own cloth mask or face covering for outdoor visits

## **Guidance from Public Health Ontario**

### **Caregivers & General Visitors**

- Recommended steps putting on Personal Protective Equipment (PPE)
- Video entitled putting on full Personal Protective Equipment (PPE)
- Video entitled taking off full Personal Protective Equipment (PPE)
- Video entitled How to Hand Wash

Information package and videos will be sent to visitors if applicable or an opportunity to view will be provided prior to the visit. The home will provide visitors with retraining annually, after non-compliance is observed or reported or if Public Health or Ministry of Health updates guidance documents.

### **(4) MANAGING SAFE VISITS**

#### **Caregivers**

Homes may not require scheduling or restrict the length or frequency of the visits by caregivers

In some cases, homes may need to implement scheduling to manage visits by essential visitors who are not caregivers. This includes essential visitors who are or are not support workers. Homes have discretion to manage these visits as appropriate to balance the safety of residents, staff, visitors, and the needs of the home and its residents. If doing so, the home will also take into account any requirements under the Long-Term Care Homes Act 2007

#### **General Visitors**

- Schedule their visits in advance for indoor and/or outdoor visits.
- Limit the length of the visit; however, each visit should be at least 30 minutes long.
- Limit the frequency of visits; however, homes should allow at least one visit per resident per week.
- Outdoor visits will be held on the patio
- Indoor visits will be held in the auditorium visiting space

### **Supervising Visits**

Homes are not required to supervise visits;

Homes have the discretion to supervise visits 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.).

Where a home needs to supervise visits, the supervision should 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*.

## **(5) NON ADHERENCE BY VISITORS**

### Non-Adherence

- the home will make attempts and provide strategies to help visitors understand and adhere to the policy
- consider the impact of discontinuing the visits on the residents clinical and emotional well being
- reflect and are proportionate to the severity of the non-adherence
- Where the home has previously ended a visit by, or temporarily prohibited a visitor, specify any education/ training the visitor may need to complete before visiting the home again. Protect residents, staff and visitors in the home from the risk of COVID-19.
- Consult with Family and Resident Council for addressing non-adherence by visitors

### Ending A Visit

- Homes have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy, provided
- The home has explained the applicable requirement(s) to the visitor
- The visitor has the resources to adhere to the requirement(s) (e.g., there is sufficient space to physically distance, the home has supplied the PPE and demonstrated how to correctly put on PPE, etc.); and
- The visitor has been given sufficient time to adhere to the requirement(s).
- The home will document where they have ended a visit due to non-adherence.

### **Prohibiting a Visitor**

We have the discretion to temporarily prohibit a visitor in response to repeated and flagrant non-adherence with the home's visitor policy. In exercising this discretion, homes should consider whether the non-adherence:

Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.

- Is within requirements that align with instruction in Directive #3
- Negatively impacts the health and safety of residents, staff and other visitors in the home.
- Is demonstrated continuously by the visitor over multiple visits.
- Is by a visitor whose previous visits have been ended by the home.

### **Any decision to temporarily prohibit a visitor should:**

- Be made only after all other reasonable efforts to maintain safety during visits have been exhausted;
- Stipulate a reasonable length of the prohibition;
- Clearly identify what requirements the visitor should meet before visits may be resumed (e.g. reviewing the home's visitor policy, reviewing specific Public Health Ontario resources, etc.); and,

- Be documented by the home.
- Where the home has temporarily prohibited a caregiver, 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

**(6) Accessibility**

We will continue to follow and adhere to all applicable laws with the Accessibility for Ontarians with Disabilities Act