

<b>JOHN NOBLE HOME</b> Administration Manual	<b>DIVISION:</b> Administration  <b>CATEGORY:</b> Administration	<b>POLICY NO:</b> 1-A-65
<b>ISSUED BY:</b> Senior Administration	<b>SUBSECTION:</b> Organization/ Legislation  <b>SUBJECT:</b> <b>Visitors to the Home During the COVID 19 Pandemic</b>	<b>PAGE NO:</b> 1 of 6

**POLICY:**

The COVID-19 Directive #3 for Long-Term Care Homes (Directive #3) under the Long-Term Care Homes Act, 2007 (LTCHA) issued by the Chief Medical Officer of Health establishes requirements for visits to long-term care (LTC) homes. The Home shall follow Ministry Guidelines in regards to visiting.

**PURPOSE:**

During the COVID 19 pandemic rules for LTC home visits are in place to protect the health and safety of residents, staff and visitors, while supporting residents in receiving care and maintaining emotional well-being. These rules are in addition to the requirements established in the LTCHA and Ontario Regulation 79/10

**Definitions:**

**Essential Visitors:** persons 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. Government inspectors are essential visitors under Directive #3; however, they are not subject to this policy. Essential visitors include support workers and caregivers; however, 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:** a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home e.g. physicians, maintenance workers, delivery persons.

**Caregiver:** 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 through supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. This includes paid private duty companions. Caregivers must be at least 18 years of age.

**General Visitors:** A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services or for social reasons. General visitors are not designated by the resident as caregivers and may be hired by the home or the resident and/or their substitute

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decision maker. General visitors younger than 14 years of age shall be accompanied by an adult and must follow all applicable infection prevention and control (IPAC) precautions.

**PROCEDURE:**

**Essential Visitors:**

1. Essential visitors are the only type of visitors allowed when a resident is self-isolating, symptomatic, or the home is in an outbreak. Essential visitors consist of Caregivers and Support Workers.
2. During an outbreak, and/or a suspected or confirmed case of COVID-19, the Brant County public health unit will provide direction on visitors to the home.
3. If the home is unable to provide surgical/procedure masks, no visitors will be permitted entry to the home. If the Essential Visitor is provided appropriate PPE by their employer, they may enter the home.

**Caregivers:**

1. Caregivers are designated by the Resident/ Substitute Decision maker.
2. If the resident is not self-isolating or symptomatic and the home is not in outbreak, a maximum of 2 caregivers may visit a resident at one time.
3. If a resident is self-isolating or symptomatic, a maximum of 1 caregiver per resident may visit at a time. Full PPE must be worn
4. If the home is in outbreak, at the discretion of public health: a maximum of 1 caregiver per resident may visit at a time, the caregiver may not visit any other resident or long-term care home for 14 days.
5. A resident and/or their substitute decision-maker may change the individuals designated as caregivers in response to a change in care needs or availability of a designated caregiver. The change may be temporary or permanent. Caregivers will be designated for a minimum of two weeks.
6. To receive designation of Caregiver, the individual must contact Ext 4241 to be provided with an agreement package, education and guidelines that must be followed during their visit.
7. The JNH will contact those individuals approved as Caregivers.

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8. Visiting hours are from 8:00am until 8:00pm

When visiting:

9. The Caregiver will be required to ring the bell at the front entrance to request entrance to the building
10. The Caregiver must sign in/out at reception and be actively screened and attest to not be experiencing any of the typical or atypical symptoms of and exposure to COVID-19, including temperature checks. Caregivers will not be admitted if they do not pass the screening.
11. Caregivers must attest to a negative Covid test within 14 days of their visit and have not subsequently tested positive.
12. The Caregiver must attest that, in the last 14 days, they have not visited another:
  - Resident who is self-isolating or symptomatic; and/or
  - Home in an outbreak.
13. A surgical face mask will be provided to the caregiver when signing in and must be worn at all times. Caregivers will be supplied with face shield, gown, gloves as required.
14. The Caregiver must stay in their loved one's room. If a roommate is having a caregiver visit at the same time, an alternate location may be provided to provide proper social distancing.
15. The Caregiver will be provided with a badge and must wear badge at all times
16. The Caregiver must notify Registered staff when they have arrived on the home area and when they are leaving
17. Prior to visiting any resident for the first time Caregivers are required to complete education provided by the home on Infection Prevention and Control, Physical Distancing, Respiratory Etiquette, Hand Hygiene and Proper use of PPE. Caregivers will attest to completing the education monthly.
18. Prior to visiting any resident for the first time and at least once every month thereafter, Caregivers must verbally attest that they have read/re-read the home's visitor policy.
19. Guidelines must be followed. Failure to abide will result in termination of visits.

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**Support Workers:**

1. Any number of Support Workers may visit the home at one time.
2. Support Workers will be required to ring the bell at the front entrance to request entrance to the building.
3. All Support Workers will proceed to Reception and to be screened and sign the “sign in” sheet.
4. Support workers must verbally attest that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive.
5. Support workers will be actively screened and attest to not be experiencing any of the typical or atypical symptoms of and exposure to COVID-19, including temperature checks. Support workers will not be admitted if they do not pass the screening.
6. A surgical mask is provided by the home and must be worn at all times while in the building. If the home is unable to provide surgical/procedure masks, no visitors will be permitted entry to the home.
7. A temporary identification badge may be provided.

**General Visiting:**

1. A maximum of 2 general visitors per resident may visit at a time, subject to direction from the local public health unit, provided:
  - The resident is not self-isolating or symptomatic; and,
  - The home is not in an outbreak.
2. 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 in place
3. General visits can occur either indoors in designated locations or outdoors at designated locations.
4. Visits must be booked by the POA of Care /SDM and or Resident
5. Indoor Visits are scheduled by the home for a minimum of 30 minutes in length.

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6. Visits are limited to one visit per resident per week.
7. Visits may be supervised at the homes discretion to manage health and safety.
8. Visitors must attest to a negative COVID test within 14 day time frame of the visit and have not subsequently tested positive. For indoor visits.
9. A surgical mask is provided by the home and must be worn at all times while in the building. If the home is unable to provide surgical/procedure masks, no visitors will be permitted entry to the home.
10. Visitors must sign in and be actively screened and attest to not be experiencing any of the typical or atypical symptoms of and exposure to COVID-19, including temperature checks. Visitors will not be admitted if they do not pass the screening.
11. Visitors must attest that they have read/re-read the homes visiting policy at least monthly.
12. Visitors are provided with an education package including information on Infection Prevention and Control and are to attest that they have reviewed the package monthly.
13. Outdoor visits are scheduled by the home.
14. Outdoor visitors do not require a COVID test.
15. Outdoor visitors must bring their own mask and wear it at all times during the visit.

### **Non-Adherence to Visitor Guidelines**

The JNH respects the importance of visitors to the health and well being of all residents while recognizing the necessity of regulations to prevent the spread of the virus and keep resident safety a priority. Should non-adherence to visitor guidelines occur, the home will approach each on a case by case basis and will work with the visitor to ensure they understand visitor requirements and have the necessary knowledge and education to visit safely.

### **Temporarily Prohibiting a Visitor**

The home may temporarily prohibit a visitor in response to repeated non-adherence with the visitor policy. In this case, the will provide the visitor with the length of prohibition and the requirements that must be met before visits are resumed. Where a caregiver has been temporarily prohibited, 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.

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**Communication**

The home will communicate with Residents/Substitute Decision Makers about changes to the home’s policies and procedures where applicable via phone or updates to the website/social media.

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