

<b>CAMA WOODLANDS NURSING HOME</b> Infection Prevention and Control Manual		<b>DOCUMENT NUMBER</b>  08-01-05
<b>Approved by:</b> Administrator	<b>SECTION</b> COVID-19	
<b>Revised Date:</b> March 2021	<b>SUBJECT</b> Visitors during COVID-19	

## 1.0 POLICY

CAMA Woodlands will implement all required measures for visits in the Home to ensure the safety and wellbeing of all staff and residents, while also balancing the need to ensure that residents receive the support that they need from outside of the Home.

## 2.0 GUIDING PRINCIPLES

There is an ongoing need to protect all 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.

This visiting policy is guided by the following principles:

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- **Safety** – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.
- **Emotional Well-Being** – Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.
- **Equitable Access** – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.
- **Flexibility** – The physical/infrastructure characteristics of the home, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies.
- **Equality** – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

Visitors to CAMA Woodlands should consider their personal health and susceptibility to the virus in determining whether visiting a LTC home is appropriate.

### 3.0 LTC HOME RESPONSIBILITIES

CAMA Woodlands is responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19.

CAMA Woodlands maintains a list of visitors that can be accessed by those with administrative privileges to the Go Evo Personal Protective App.

### 4.0 TYPES OF VISITORS

#### 4.1 Not Considered Visitors

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

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## 4.2 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
- Support workers or caregivers (see below)
- Government inspectors are essential visitors; however, they are not subject to this policy

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 LTCHA.

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).

- Caregivers must be at least 18 years of age.

### Designating a caregiver

Caregivers must be designated. The decision to designate an individual as a caregiver is **the responsibility of the resident or their substitute decision-maker** and not the Home.

Residents can designate a **maximum of four caregivers** (unless more were already designated prior to December 14, 2021). Only **one caregiver** may visit a resident who is isolating or in

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situations where a home or area of a home is in an outbreak.

The designation of a caregiver is made in writing to the home by email and is kept with the Clinical Manager. Caregiver designations are also kept at reception for reference during times of heightened restrictions. The decision to designate an individual as a caregiver is entirely the remit of the resident or their substitute decision-maker and not the home.

A resident or their substitute decision-maker may change a designation in response to a change in the:

- resident’s care needs that is reflected in the plan of care
- availability of a designated caregiver, either temporary (for example, illness) or permanent

Residents or their substitute decision-makers need to inform CAMA Woodlands when they want to add or remove a designation of a person as a caregiver and this will be documented at reception.

## **5.0 ACCESS TO CAMA WOODLANDS**

All visitors to the home are required to follow public health measures (e.g., active screening, physical distancing, hand hygiene, masking for source control) for the duration of their visit in the home.

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

Under these circumstances, all essential visitors will be provided with all required PPE and educational support to ensure that they know how to properly perform hand hygiene, and have to appropriately don and doff PPE.

### **5.1 Essential Visitors**

Visits for essential visitors are permitted as follows, subject to direction from the local public

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health unit:

- Any number of support workers may visit a home.

**When the home is not in outbreak:**

- Up to **four** visitors (general visitors and caregivers) per resident at a time indoors
- Unlimited visitors outdoors
- When the home **is** in an outbreak, a maximum of 1 caregiver per resident may visit at a time.
- If a resident is self-isolating or symptomatic, a maximum of 1 caregiver may visit that resident at a time.

A caregiver may not visit any other resident or home for 14 days after visiting another:

- Resident who is self-isolating or symptomatic; and/or,
- The Home is in an outbreak.

**5.2 General Visitors**

**When the home is not in outbreak:**

- Up to **four** visitors (general visitors and caregivers) per resident at a time indoors
- Unlimited visitors outdoors

No general visitors are permitted to visit in any of the following situations:

- The home has an outbreak.
- The home is located in an area that **has** been identified as having a higher community spread.
- The Ministry has directed a temporary hold on general visitors

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- The resident is self-isolating or symptomatic.

General visitors younger than 14 years of age must be accompanied by an adult and must follow all applicable public health measures that are in place at the home (e.g. active screening, physical distancing, hand hygiene, masking for source control).

General visitors over the age of 5 are permitted as of February 21, 2022 if they are fully vaccinated.

General visitors under the age of 5 are permitted as of March 14, 2022 with no vaccination requirement.

## 6.0 SCREENING

Please refer to policy IC 08-01-03 for the most updated screening requirements by the Home

## 7.0 PPE

### 7.1 Essential Visitors

CAMA Woodlands will provide surgical/procedure masks, gloves, gowns and eye protection (i.e. face shield or goggles) for essential visitors.

### 7.2 General Visitors

General visitors may bring their own cloth mask or face covering for outdoor visits. CAMA Woodlands also has procedure masks available to those who do not have their own available.

CAMA Woodlands will provide surgical/procedure masks for general visitors for indoor visits.

## 8.0 MANAGING SAFE VISITS

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## 8.1 Caregivers

Indoor visits: Caregivers who are visiting indoors at CAMA Woodlands are not required to schedule their visits, and are not restricted to a length of time or time of day for their visits. Indoor visits can make use of the resident's room as well as common lounge areas and hallways

**Caregivers who are partially vaccinated must visit the resident in their room only.**

Outdoor visits: Given the physical layout and limitations of the space available, CAMA Woodlands requests that outdoor visits be scheduled either in the front patio or gazebo or in the back garden area. This is to ensure adequate space for physical distancing and to ensure that staff can prepare and bring residents out when their visit is scheduled.

## 8.2 General Visitors

CAMA Woodlands does not require general visitors to schedule their visits in advance or limit the length of their visits; however, this may change at the discretion of the Home as circumstances change. In this event, general visitors may be asked to:

- Schedule their visits in advance
- Limit the length of the visit; however, each visit will be at least 30 minutes long.

## 8.3 Supervising Visits

CAMA Woodlands does not require that visits be supervised. The flow of visitors is monitored by reception staff to ensure sufficient physical distance can be maintained, support can be provided to residents as needed during the visit, and providing

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suggestions of nearby outdoor spaces or common areas that can be used.

## **9.0 NON-ADHERENCE BY VISITORS**

Non-compliance with the visiting policy for CAMA Woodlands could result in a discontinuation of visits for the non-compliant visitor.

### **9.1 Responding to Non-Adherence by Visitors**

If a visitor is not adhering to the policy for visiting, any member of the CAMA Woodlands staff will be responsible for supporting visitors in understanding and adhering to the home's visitor policy by:

1. Reminding them of the policy and politely asking them to comply
2. Providing them with a copy of the policy and/or educational materials as needed
3. Ensure they have the resources that they require to be in compliance (e.g. PPE)

If the visitor continues to not be in adherence to the visitors policy, the staff member will notify the on-call person for guidance.

The on-call individual will utilize the following principles when making a decision regarding the non-compliant visitor:



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- Recognizing visits are critical to supporting a resident’s care needs and emotional well-being.
- Consider the impact of discontinuing visits on the resident’s 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.

## 9.2 Ending a Visit

CAMA Woodlands has the discretion to end a visit by any visitor who repeatedly fails to adhere to the home’s visitor policy, provided:

- CAMA Woodlands 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).

CAMA Woodlands will document where they have ended a visit due to non-adherence.

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### 9.3 Temporarily Prohibiting a Visitor

CAMA Woodlands has 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, CAMA Woodlands staff should consider whether the non-adherence:

- Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.
- Is with requirements that align with instruction in Directive #3 and guidance in this policy.
- 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 will:

- 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 on the following form.

Where CAMA Woodlands has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker may need to designate an alternate individual as a caregiver to help meet the resident’s care needs.

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**FORM**

Response to a visitor who is not in adherence with the COVID-19 visitors policy

<b>Visitor's Name:</b>	<b>Staff Name:</b>  <b>On Call Person:</b>	<b>Date:</b>
Description of the non-adherence (e.g. mask refusal)		
Were the applicable requirements explained to the visitor	<input type="checkbox"/> Yes    Notes:	
Did the visitor have all of the resources and education required in order to meet the requirements (e.g. a copy of the policy, appropriate PPE)	<input type="checkbox"/> Yes    Notes:	
How long was the visitor given to meet the requirement(s)?		

Please submit this form to the Director of Care or designate when completed.

To be completed by the Director of Care or designate:

All reasonable efforts have to maintain safety during visits has been exhausted	Notes:	
Length of prohibition from the home		
Requirements in order for visits may be resumed (e.g. review of the visitor policy, review of specific PHO resources)		

Director of Care Designate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date visitor permitted to resume visits: \_\_\_\_\_