

September 8, 2020

Dear Family Members of Long Term Care Residents:

**IMPORTANT UPDATE REGARDING VISITATION OF RESIDENTS IN LONG TERM CARE**

**NOTE: NO VISITATION WILL BE ALLOWED IF FACILITY IS IN AN OUTBREAK WITH THE EXCEPTION OF ESSENTIAL VISITORS AT WHICH TIME EACH INDIVIDUAL CASE WILL BE EVALUATED.**

**Definition of an essential visitor:**

1. A person performing essential service (physio, physician, pharmacist, dietician, hairdresser, foot care nurse, lab technician, dentist, dental hygienist, etc.).
2. A person visiting a very ill palliative resident.
3. A designated **caregiver** who is designated by the resident or their substitute decision maker and is visiting to provide direct care to the resident. Caregivers must be a minimum of 18 years of age and can be a family member or a privately hired caregiver.
4. A maximum of 2 caregivers may be designated per resident at a time. The designation must be made in writing to the Director of Resident Care.
5. **ALL DESIGNATED CAREGIVERS MUST ATTEST TO THE HOME THAT THEY HAVE TESTED NEGATIVE FOR COVID 19 WITHIN THE PREVIOUS TWO WEEKS OF THE VISIT AND NOT SUBSEQUENTLY TESTED POSITIVE.**

**THEY MUST ALSO ATTEST THAT IN THE TWO WEEKS PRIOR TO THE VISIT, THAT THEY HAVE NOT VISITED ANOTHER:**

- a) **RESIDENT WHO IS SELF ISOLATING OR SYMPTOMATIC AND/OR**
- b) **HOME IN AN OUTBREAK.**

**THOSE CAREGIVERS WHO VISIT DAILY, MUST BE TESTED FOR COVID 19 EVERY TWO WEEKS AND WILL BE REQUIRED TO ATTEST TO BEING NEGATIVE**

6. A maximum or two caregivers per resident may visit at a time if required to provide the essential care, unless the resident is symptomatic or in isolation, or facility is in outbreak and in this case only one caregiver may visit at a time.
7. A caregiver must not visit any other resident or Long Term Care Home for 14 days after visiting a resident who is in isolation or symptomatic and/or home is in an outbreak.
8. All essential “caregivers” must complete a form and receive an essential caregiver package from the Director of Resident Care. The package will include essential caregiver protocols for visiting as well as outlining infection control education in regards to use of Personal Protective Equipment, how to wear a medical mask, respiratory etiquette and how to hand wash and how to hand sanitize.

## **ALL OTHER GENERAL VISITORS:**

**For all outdoor and indoor visits, visitors must book in advance by calling the Activation Department at 905-935-6080, ext 243 or by emailing 'activation@niggv.on.ca'. Please do not call or text the cell phones of the Activation staff.**

**\*\*ALL VISITORS\*\*** must report to the Village Centre in “B” Building to be screened. Please ensure that you arrive early enough to be screened so that you can proceed to the designated space for your visit at your scheduled time. If you are late for your visit we will not accommodate by lengthening your time slot as another visitation may be booked after you. You will be asked a series of questions and have your temperature taken. If you do not pass the screening or have a fever, you will not be allowed to proceed with your visit. If you have an indoor visit booked and you have not had a negative Covid test within the two weeks prior to each visit, you will not be allowed to proceed with your visit.

In order to

- a) provide equitable access to visits for all residents;
- b) ensure adequate staffing; and,
- c) ensure all infection control practices are adhered to

the following protocols are in place for all visits:

1. **ALL** visits will be a maximum of 30 minutes in length.
2. One visit allowed per week per resident (**either indoor or outdoor**) but not both.
3. You must ensure that you are screened **BEFORE** and **AFTER** each visit.
4. Masks will be provided by facility.
5. Physical distancing between resident and visitor of 6 feet will be in effect at all times.
6. All visits will be supervised by a staff member to ensure protocols are followed. If you wish to speak to the resident privately, staff are able to supervise visit from a distance, or you can speak with the resident by phone privately or a private virtual visit can be arranged.
7. Visiting area touch points and chairs will be disinfected between visits.
8. All appointments will be confirmed by the administration staff prior to your visit.
9. **ALL** visitors must sign a form indicating that you have received a General Visitor Package outlining infection control education in regards to how to wear a medical mask, respiratory etiquette and how to hand wash and how to hand sanitize. You must attest that you understand it is your responsibility to review and read this policy and education a minimum of monthly. This form will be available at the screeners desk.

### **Outdoor Visits:**

- Two visitors at a time for outdoor visits
- For outdoor visits a Covid test is not a requirement
- All outdoor visits will take place in the gazebo across from “B” Building, weather permitting. The alternative area will be the previous location just outside of “A” Building. Signs have been posted to direct you. You will proceed there after screening and a staff member will bring resident to you.

### **Indoor Visits:**

- Two visitors at a time for indoor visits.
- You will be required to attest that you tested negative for Covid 19 within the previous two weeks of each and every visit and not subsequently tested positive.
- All indoor visits will take place in the Chapel (not the resident's rooms) just to the right of the main Administration Office. You will proceed there after screening and a staff member will bring resident to you. You are not to enter any other areas of the facility. Sign has been posted to direct you.

### **PHYSICAL CONTACT WITH RESIDENTS**

General visitors and residents are encouraged to practice physical distancing for the duration of the visit.

However, visitors who have passed all screening requirements, including having attested to not testing positive for Covid 19 within the last 14 days, could engage in close physical contact of less than 2 metres with a resident to support their emotional well-being provided the visitor wears a surgical/procedure mask regardless if the visit is indoors or outdoors; e.g., if you wish to visit outdoors and have contact with the resident you must attest to having a negative Covid 19 test within 14 days of the visit.

### **RESIDENTS MAY LEAVE THE HOMES PROPERTY FOR A SHORT STAY OR TEMPORARY ABSENCE AS FOLLOWS:**

#### **SHORT STAY ABSENCES**

##### **For Health care-related reasons:**

- Does not include an overnight stay (except single-night emergency room visits).
- Outpatient medical visits are considered a short stay absence. If at all possible, phone consults are preferable unless the referring physician and consulting physician determine that resident must attend the consulting physician office for assessment.
- Emergency visits that take place over a single night are considered equivalent to an outpatient medical visit. If the resident is admitted to hospital or the emergency visit takes place over two or more nights then resident must be isolated for 14 days upon return and be retested for Covid 19 after the 14 days. They must remain on isolation until the Covid Test result is received and is negative.
- Prior to the appointment, the individual taking the resident to the appointment must be interviewed by the Director of Resident Care and must attest to a negative Covid 19 test in the two weeks prior to the appointment date, as well as be given instructions regarding screening, transportation and infection control measures verbally and in writing.
- Upon return to the facility the resident is not required to be tested or to be isolated.

##### **For Social Reasons:**

- Does not include an overnight stay.
- Prior to the outing, the individual taking the resident out of the facility must be interviewed by the Director of Resident Care and must attest to a negative Covid 19 test in the two weeks prior to outing, as well as be given instructions regarding screening, transportation and infection control measures verbally and in writing.

- It is **important** to carefully consider the risk to the resident and the facility before deciding on removing them from the property.
- Upon return to the facility, the resident is not required to be tested or to be isolated.

**\*\*NOTE\*\* Those residents who choose to leave the property on their own for an outing and are not accompanied by an individual who has attested to a negative Covid 19 test in the two weeks prior nor been interviewed by the Director of Resident Care will be isolated upon their return for 14 days.**

**TEMPORARY ABSENCES MUST BE APPROVED BY THE DIRECTOR OF RESIDENT CARE**

- For personal reasons.
- For one or more nights.

The request for a temporary absence must be discussed with the Director of Resident Care. The Home must review and approve all temporary absences based on a case by case risk assessment considering but not limited to the following:

- a) the Home's ability to support self-isolation of the resident for 14 days upon the residents return.
- b) local disease transmission and activity.
- c) the risk associated with the planned activities that will be undertaken while out of the home.
- d) the resident's ability to comply with local and provincial policies/bylaws.

If a temporary absence request is denied, the home will communicate this in writing to the resident/resident's substitute decision maker in writing, including rationale for this decision.

Upon return to the home, the resident will be required to self-isolate for 14 days. They must remain on isolation until the Covid 19 test result is received and is negative.

Please be reminded of the following expectations:

- Be respectful of the staff when you are communicating with them either by phone or during your visit. Verbal abuse to the staff including use of profane language, yelling, etc. is not appropriate or fair.
- The purpose of the visits are for you to spend time with your loved one and to make it a meaningful and positive experience.
- Concerns/questions should be addressed to the nursing staff by calling them at Ext 231 **after** the visit.

**Any non-adherence to these rules will be the basis for ceasing of visit immediately and may result in further education of the visitor or discontinuation of future visits.**