

COVID-19 – VISITING GUIDELINES

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. This COVID-19 Visiting Policy is provided to support Homes in implementing the requirements in Directive #3 to safely receive visitors while protecting Residents, staff and visitors from the risk of COVID-19.

This policy is effective on September 9, 2020. All previous versions of the visiting policy are revoked.

As the COVID-19 outbreak evolves, direction on LTC Home visits will be adjusted as necessary, keeping the safety and well-being of Residents and staff at the forefront.

BOOKING A VISIT

1. All visits/outings must be booked by contacting 705-474-4250 ext. 300 Monday to Friday between 10 a.m. – 6 p.m.
2. All visits/outings must be booked a minimum of 1 day in advance of the visit/outing.
3. Indoor visits are scheduled Monday to Friday 10 a.m. – 5 p.m.
Weekend and evening visits are available based on staff availability.
4. Outdoor visits are scheduled Monday to Friday 10 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m. Weekend and evening visits are available based on staff availability.
5. Cassellholme reserves the right to escort all visitors to and from visits.

TYPES OF VISITS

Outdoor visits

Cassellholme has dedicated the Oval Garden for outdoor visiting, where visitors can meet with loved ones. Staff will support the transfer of Residents out of and into the Home. Visitors are not required to be COVID-19 tested, but are required to wear a face covering. A maximum of two visitors are allowed at a time per Resident, but the 30 minute visits must be prescheduled.

Indoor Visits

Active screening will be done at the designated entrance including a temperature check prior to beginning the visit. Face masks must be worn at all times while inside the Home. Wash your hands when entering and leaving Cassellholme and before entering and leaving the Resident's room. Visitors are required to be COVID-19 tested within the last 2 weeks. One visitor at a time per Resident, visits must be prescheduled and are be 30 minutes in length. Visits will take place in the Resident's room only. iPads are available for use by visitors to connect electronically with others.

Outing

Day outings: Residents may leave the Home for short periods of time [escorted] for social visits with family/friends, medical appointments, etc. A short stay absence [outing] does not include an overnight stay. Residents/escorts will be required to complete an "outing tracker" and return to the front desk upon your return to the Home. ALL outings must be booked by the POA [first contact]. Upon return to the Home, Residents must be actively screened. Residents will be provided with a medical mask which is to be worn at all times when they are outside of the Home and will be reminded about the importance of public health measures including physical distancing.

TYPES OF VISITORS

A General Visitor is a person who is not an essential visitor and is visiting: 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, 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.

A maximum of 1 general visitor 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.
- ▶ 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 that are in place at the home.

An Essential Caregiver is a 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]. Mandatory training is required for all essential caregivers prior to the first visit. Please call 705-474-4250 ext. 300 to book your training.

- ▶ Essential caregivers will be in the Home daily between 9 a.m. – 7 p.m.
- ▶ Caregivers must provide [in writing] their scheduled visits times.
- ▶ Caregivers must be at least 18 years of age.
- ▶ A maximum of 2 caregivers may be designated per Resident at a time. Only 1 caregiver can be in the Home at a time.
- ▶ The designation will be made in writing at the orientation session.

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

Essential Visitors are those visiting a very ill or palliative Resident. A maximum of 2 essential visitors per Resident may visit at a time, subject to direction from the local public health unit.

Government inspectors are essential visitors under Directive #3; however, they are not subject to this policy.

ACTIVE SCREENING

Outdoor Visits

At each visit, screening protocols will be followed. Specifically, visitors will be actively screened on entry for COVID-19 symptoms and exposure – including temperature checks. Visitors will not be admitted if they do not pass the screening.

Indoor Visits/Outing Escorts

At each visit, screening protocols will be followed. Specifically, visitors will be actively screened on entry for COVID-19 symptoms and exposure – including temperature checks. Visitors will be asked to verbally attest to Cassellholme staff that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive.

Essential Visitor Training

Prior to visiting any Resident for the first time after this policy is released, Cassellholme will provide training to essential visitors that will address how to safely provide direct care, including putting on and taking off required PPE and hand hygiene. Training will also include other required protective steps according to the Home's visitor policy. Cassellholme will provide monthly retraining to caregivers.

Who can visit during an outbreak?

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.

Visits/Outings Restrictions

For the safety of our Residents and staff, Cassellholme may, from time to time, have to alter the number of visitors to the Home. Taken into account will be the total number of visitors to our Home, social distancing guidelines and staffing capacity.

Adhere to visiting policies.

Cassellholme has the discretion to end a visit by any visitor who fails to adhere to the visiting guidelines where the requirements have been explained to the visitor. Cassellholme will provide written documentation notifying the visitor that their visit[s] have ended due to non-adherence. Cassellholme will temporarily suspend the visitor in response to non-adherence with the visitor policy.

OUTINGS

Short Stay Absence – Day Outings

Residents may leave the Home for short periods of time [escorted] for social visits with family/friends, medical appointments, etc. A short stay absence [outing] does not include an overnight stay. Residents/escorts will be required to complete an "outing tracker" and return to the front desk upon your return to the Home. All outings must be booked by the POA [first contact] at least 1 day in advance of the outing. Upon return to the Home, Residents must be actively screened. Residents will be provided with a medical mask which is to be worn at all times when they are outside of the Home and will be reminded about the importance of public health measures including physical distancing.

Things to know if you would like to take your family out of the building:

- Only the POA [first contact] can book a short stay absence [day outing].
- All outings must be escorted by a visitor who is designated by the Resident and/or their substitute decision-maker as an escort for the duration of the outing.
- Short stay/day outings must be booked at a minimum one [1] day in advance [no same day bookings]. Please call 705-474-4250 ext. 300 Monday to Friday 10 a.m. – 6 p.m.
- Short stay/day outings can be booked between 10 a.m. – 7 p.m. daily
- An activity tracker must be completed and returned to the front door when the Residents returns
- Wear a surgical mask. Cassellholme will provide you with one. The mask should cover your nose and mouth and fit snug to your face.
- Wash your hands often; proper hand hygiene is the best defence.
- Maintain physical distancing. Continue to stay two [2] meters from others when possible.
- Be safe and enjoy yourself. It is your responsibility to not only protect yourself, but everyone else in the Home.
- When you return to Cassellholme, you are required to complete active screening at the entrance.

Cassellholme understands there is added risk when you are out in the community. We urge families and Residents who wish to leave the Home for short absences to continue to be diligent with following infection control practices. One positive test may return us to an outbreak and suspend all visits and short absences – putting Residents back into isolation.

Temporary Absence [Overnight Stays]:

Residents may leave the Home for one or more nights for personal reasons with approval from the Home. Upon returning to the Home, Residents must self-isolate for 14 days.

Cassellholme will continue to do everything possible to protect our Residents and to support this Ministry Directive [#3]. We appreciate your patience while we navigate ways for you to visit during COVID-19.