

## COVID-19 – VISITING GUIDELINES

### How to safely receive visitors, while protecting Residents, staff and visitors from COVID-19

These guidelines are based on Directive #3 under the Long-Term Care Homes Act, 2007 [LTCHA] issued by the Chief Medical Officer of Health. To view the most recent policies from the Ministry go to our website <https://www.cassellholme.ca/covid-19-info/>

This policy is effective on November 30, 2020, replacing previous versions. As the COVID-19 outbreak evolves, LTC Home visits will be adjusted as necessary, keeping the safety and well-being of Residents, staff and visitors at the forefront.

### BOOKING A VISIT\*

1. All visits/outings must be booked by calling **705-474-4250 ext. 300** at least one day in advance, Monday to Friday, 9 a.m. – 5 p.m. If the phone line is busy, leave a message and we'll return your call as soon as possible. Weekend visits/outings must be scheduled by Friday at 4:00 p.m.
2. Indoor visits can take place Monday to Friday 10 a.m. – 6 p.m.

**\* Note: You must wear a mask that covers your nose and mouth during your whole visit - so no eating or drinking allowed.**

### TYPES OF VISITS

#### Indoor Visits

- ▶ visitors are required to show proof of a negative COVID-19 test within the last two weeks
- ▶ visits must be prescheduled and are 30 minutes in length
- ▶ we'll screen you at the entrance each time you visit, including a temperature check
- ▶ you must wear a mask that covers your nose and mouth during your whole visit - so no eating or drinking
- ▶ wash your hands when entering and leaving Cassellholme and before entering and leaving the Resident's room
- ▶ only one visitor at a time with a Resident and only in their room. iPads are available if you'd like to link others in electronically

## Outings

Residents may leave the Home [escorted] for a day outing to visit family/friends, or for medical appointments, etc. Escorts must show proof of a negative COVID-19 test within the last two weeks.

If we are changed to an orange or red zone, outings will be reevaluated, of course.

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

- ▶ only the POA or SDM can book a short stay absence [day outing]
- ▶ outings must be booked at least a day in advance by calling **705-474-4250 ext. 300** Monday to Friday 9 a.m. - 5 p.m.
- ▶ outings can take place between 10 a.m. - 7 p.m.
- ▶ an activity tracker must be completed and returned to the front door when you return
- ▶ remember the importance of public health measures, including physical distancing, wearing a surgical mask at all times [which we'll provide for Residents], making sure that the mask covers your nose and mouth, fitting snugly to your face
- ▶ wash your hands often; proper hand hygiene is the best defence
- ▶ be safe and enjoy yourself
- ▶ when you return to Cassellholme, the Resident escort will be screened at the entrance

### Temporary Absence [Overnight Stays]:

If a Resident must leave the Home for one or more nights for personal reasons, Cassellholme needs to provide approval. It's important to understand that any Resident who has been away overnight must self-isolate for 14 days after returning to the Home.

***Cassellholme understands there is added risk when you are out in the community. It is your responsibility to not only protect yourself, but everyone else in the Home. We urge families and Residents to be diligent, following infection control practices. One positive test can return us to an outbreak and suspend all visits and short absences – putting Residents back into isolation. No one wants that to happen.***

## TYPES OF VISITORS

**A General Visitor** is a person who provides non-essential services, who may or may not be hired by the Home or the Resident and/or their substitute decision maker [SDM]. Family members and friends visiting for social reasons [not direct care], or someone who provides care related to cognitive stimulation, spiritual, emotional and intellectual support are also general visitors. All visitors are required to show proof of a negative COVID-19 test within the last two weeks and confirm that they have not subsequently tested positive.

Only one general visitor may be with a Resident 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 or a designated orange/red zone.

If someone under 14 years-of-age wishes to visit, they should be accompanied by an adult and follow all of the current rules.

**An Essential Caregiver** is a visitor who is designated by the Resident or their SDM to provide direct care to the Resident [supporting feeding, mobility, bathing, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision making]. Essential caregivers must show proof of a negative COVID-19 test within the last two weeks and verbally confirm no subsequent positive test. If we are changed to an orange/red zone, testing will be every week. There is mandatory training for all essential caregivers prior to the first visit and a monthly 'review'. Please call **705-474-4250 ext. 300** to book your training.

- ▶ essential caregivers may visit daily, 9 a.m. – 7 p.m.
- ▶ caregivers must provide [in writing] their scheduled visits times
- ▶ caregivers must be at least 18 years-of-age
- ▶ each Resident may designate two people as essential caregivers; however, only one caregiver can be in the Home at a time
- ▶ the designation will be made in writing at the training 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 two essential visitors may be with a Resident 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**

### **Indoor Visits/Outing Escorts**

You will be screened for COVID-19 symptoms and exposure at each visit. This includes a temperature check. Visitors must show proof of a negative COVID-19 test within the last two weeks and verbally confirm they've had no subsequent positive test result.

### **Essential Caregiver Training**

Prior to visiting any Resident for the first time after this policy is released, Cassellholme will provide training to essential caregivers that will address how to safely provide direct care, including putting on and taking off required PPE and hand hygiene. Training will include other required protective steps according to our visitor policy. Cassellholme also provides mandatory 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 visiting Cassellholme, depending on the specific situation. We post notices on the website, Facebook, and around the Home.

### **Visits/Outings Restrictions**

For the safety of our Residents and staff, Cassellholme may alter the number of visitors under certain circumstances. The total number of visitors, social distancing guidelines and staffing capacity are some of the issues taken into account.

### **It's important to follow to visiting policies.**

Cassellholme has the discretion to end a visit if someone doesn't follow visiting guidelines. We provide a written notice stating that your visit has ended because you did not comply with necessary precautions. The visiting suspension can be temporary, or last up to 14 days.

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