

<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

<b>JOHN NOBLE HOME</b>	<b>POLICY NO: 1-A-65</b>
<b>SUBJECT: Visitors to the Home During the COVID 19 Pandemic</b>	<b>PAGE NO: 2 of 6</b>

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. The home will follow the requirements for visitors based on the COVID-19 Response Framework.
3. If a resident is self-isolating, symptomatic or the home is in outbreak and according to the COVID-19 Response Framework , a maximum of 1 caregiver per resident may visit at a time. Full PPE must be worn.
4. 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 7 days.
5. 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.
6. The JNH will contact those individuals approved as Caregivers.
7. Visiting hours are from 8:00am until 7:45pm

<b>JOHN NOBLE HOME</b>  <b>SUBJECT: Visitors to the Home During the COVID 19 Pandemic</b>	<b>POLICY NO:</b> <b>1-A-65</b>
	<b>PAGE NO:</b> 3 of 6

When visiting:

8. The Caregiver will be required to ring the bell at the front entrance to request entrance to the building. Prior to entrance to the building, the caregiver will be required to don a procedure mask provided by the Home.
9. 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.
10. Caregivers will be tested in accordance with COVID-19: Long Term Care Home Surveillance Testing and Access to Homes issued by the Minister of Long Term Care.
11. 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.
12. The Caregiver will be provided with a badge and must wear badge at all times
13. The Caregiver must notify Registered staff when they have arrived on the home area and when they are leaving. During the visit, it is the Home’s expectation that caregivers must also follow the “Essential Caregiver Guidelines” posted in each resident’s room.
14. 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.
15. 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.
16. Guidelines must be followed. Failure to abide will result in termination of visits.

<b>JOHN NOBLE HOME</b>	<b>POLICY NO: 1-A-65</b>
<b>SUBJECT: Visitors to the Home During the COVID 19 Pandemic</b>	<b>PAGE NO: 4 of 6</b>

**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. 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.
3. All Support Workers will proceed to Reception and to be screened and sign the “sign in” sheet.
4. Support workers must comply with testing requirements in accordance with COVID-19: Long Term Care Home Surveillance Testing and Access to Homes issued by the Minister of Long Term Care.
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 temporary identification badge may be provided.

**General Visiting:**

1. General visits will occur based on the LTCH-Specific Requirements in the COVID-19 Response Framework Zones
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.

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.

<b>JOHN NOBLE HOME</b>  <b>SUBJECT: Visitors to the Home During the COVID 19 Pandemic</b>	<b>POLICY NO:</b> <b>1-A-65</b>
	<b>PAGE NO:</b> <b>5 of 6</b>

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. General Visitors will be expected to comply with testing based on the COVID-19 Long Term Care Home Surveillance Testing and Access to Homes issued by the Minister of Long Term Care.
9. 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.
10. Visitors must attest that they have read/re-read the homes visiting policy at least monthly.
11. 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.
12. Outdoor visits are scheduled by the home. 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 Home 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.

<b>JOHN NOBLE HOME</b> <b>SUBJECT: Visitors to the Home During the COVID 19 Pandemic</b>	<b>POLICY NO:</b> 1-A-65
	<b>PAGE NO:</b> 6 of 6

### **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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