

JOHN NOBLE HOME Administration Manual	DIVISION: Administration CATEGORY: Administration	POLICY NO: 1-A-65
ISSUED BY: Senior Administration	SUBSECTION: Organization/ Legislation SUBJECT: Visitors to the Home During the COVID 19 Pandemic	PAGE NO: 1 of 6

POLICY:

The Home shall follow Ministry Guidelines in regards to visiting. As per the guidance document.

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 Fixing Long-Term Care Act, 2021 Regulation 245/22

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 as per the guidance document; 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 as per the guidance document.

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. Approval from a parent or legal guardian to permit persons under the age of 16 years of age to be designated as a caregiver, if applicable.

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 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.

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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 current guidelines.
3. If a resident is self-isolating, symptomatic or the home area is in outbreak a maximum of 1 caregiver per resident may visit at a time. Full PPE and N95 mask must be worn.
4. A maximum of 4 Caregivers may be designated per resident at a time. Caregivers who were designated prior to December 15, 2021 may continue to be designated as a caregiver even if this means the resident has more than 4 designated caregivers.
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. Caregivers can visit at any time.
8. The approval from a parent/guardian to permit persons under the age of 16 years of age to be designated as a caregiver

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When visiting:

9. 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. If resident is in isolation additional PPE may be required.
10. The Caregiver must sign in/out at reception and be actively screened by receptionist or show proof of completing screening app. Caregivers will not be admitted if they do not pass the screening.
11. Caregivers must comply with testing requirements if required as per the guidance document.
12. Visitors are encouraged to move to a common area if a roommate has visitors in the same share space. Visitors must use discretion to ensure they are able to safely distance in space their in.
13. Masks are required for all caregivers and general visitors. However, masks can be removed when you are **alone** in residents' room or in a designated space with a resident.
14. There is no longer a maximum limit of 4 visitors at a time. Visitors are asked to look at the appropriate meeting rooms on your loved one's home area/or common area if requiring a larger space as we continue to encourage physical distancing.
15. 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 when signing in.
16. Prior to visiting any resident for the first time and at least once every month thereafter, Caregivers must attest that they have read/re-read the home's visitor policy when signing in to the home.
17. Guidelines must be followed. Failure to abide will result in termination of visits.

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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 will be provided by the home and must be worn at all times. 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 if required as per the guidance document.
5. Support workers will be actively screened by receptionist or show proof of completing screening app. 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 current guidelines.
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. If the home is unable to provide surgical/procedure masks, no visitors will be permitted entry to the home.
4. General visitors will be required to ring the bell at the front entrance to request entrance to the building. Prior to entrance to the building, visitors will be required to don a procedure mask.
5. Visitors must sign in and be actively screened by receptionist or show proof of completing the screening app. Visitors will not be admitted if they do not pass screening.

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6. General Visitors must comply with testing requirements as per the guidance document.
7. Visitors must attest that they have read/re-read the homes visiting policy monthly.
8. Visitors are expected to review education located at the front of the home. Education includes infection prevention and control, Physical distancing, Respiratory Etiquette, Hand Hygiene and Proper use of PPE. Visitors must attest that they have reviewed the education monthly when signing in.
9. Visitors are encouraged to move to a common area if residents' roommate has visitors in the same shared space. Visitors must use discretion to ensure they are able to safely distance in space their in.
10. Masks are required for all caregivers and general visitors. However, masks can be removed when you are **alone** in residents' room or in a designated space with a resident.
11. General Visitors are unable to visit if a resident is in isolation or the home area has been declared in an outbreak.

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.

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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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