

# St. Andrew's Residence, Chatham

## Operations Manual



SUBJECT: COVID-19-Outdoor Visits- Managing Visitors and Visitation	SECTION: Environment-Infection Control- Pandemic
POLICY NO: E-ICP8	RHRA-27
EFFECTIVE DATE: July 27, 2020	LAST REVISED DATE: July 24, 2020

### Policy:

St. Andrew's Residence will begin a gradual resumption of resident visits during the COVID-19 pandemic. All visitors will be instructed to adhere to the requirements set out in this policy to ensure the safety of all residents, staff and visitors, and allow for the continuity of visits that support the mental, physical and spiritual needs of residents for their quality of life. This policy is guided by current ministry requirements per Directive #3 (*June 10, 2020*) and the Ministry for Seniors and Accessibility (MSAA) *Reopening Retirement Homes (June 11, 2020)*. Any non-adherence to the rules set out in the visitor policy will be the basis for discontinuation of visits.

Informed by the ongoing COVID-19 situation in the community and the residence, St. Andrew's Residence is taking a gradual, phased approach to the resumption of visits. As the pandemic situation continues to change, the residence's visitor policy will be reassessed and revised to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within the residence and with new directives.

### Guiding Principles

**Safety:** Any approach to visiting in the residence must consider balance and meet the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.

**Emotional Well-being:** Allowing visitors is intended to support the emotional well-being of residents and their families/friends, through reducing any potential negative impacts related to social isolation.

**Equitable Access:** All individuals seeking to visit a resident be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

**Flexibility:** Any approach to visiting in the residence must consider COVID-19 spread in the community and the physical/infrastructure characteristics of the retirement home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) levels for staff and residents.

This policy is based on the principles of safety, emotional well-being, equitable access and flexibility. It is with compassion that we recognize the need for residents' connection with loved ones, and it is through in-person visits that this can be best achieved. We will take all reasonable steps to help facilitate visits within the parameters of ministry directives. Per ministry guidelines, the residence will follow the requirements for the minimum visit frequency and seek to accommodate more visits where possible.

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Where it is not possible or advisable for visits to occur in person, the Residence will continue to provide virtual visiting options.

St. Andrew's Residence also recognizes the concepts of non-maleficence (i.e. not doing harm), proportionality (i.e., to the level of risk), transparency and reciprocity (i.e., providing resources to those who are disadvantaged by the policy). These concepts will inform the Residence's decision making with regards to the scheduling and/or refusal of visits as appropriate.

### **Prior to Accepting Visitors**

As per Ministry of Health (MOH) Directive #3 and MSA guidelines, the following baseline requirements must be met prior to accepting visitors:

1. The Residence must not be in a **COVID-19** outbreak. Where a symptomatic staff or resident is awaiting COVID-19 test results, visitation will only continue at the guidance of the Public Health Unit.
  - a) In the event the Residence begins accepting visitors and enters into an outbreak, all *non-essential* visitations will end, and the Residence will establish compliance with all Chief Medical Office of Health (CMOH) directives for residences in outbreak and follow directions from the local public health unit (PHU).
2. The Residence has developed procedures for the resumption of visits and associated procedures, and a process for communicating procedures with residents, families and staff, including but not limited to infection prevention and control (IPAC), scheduling and any setting-specific policies.
  - a) This process must include sharing an [information package with visitors](#) on IPAC, masking and other operational procedures such as limiting movement around the residence, if applicable, and ensuring visitors' agreement to comply. Residence materials must include an approach to dealing with non-adherence to residence policies and procedures, including the discontinuation of visits. (See [Visitor Information Package](#))
  - b) Dedicated areas for outdoor visits.
  - c) Protocols to maintain the highest of IPAC standards prior to, during and after visits.
  - d) A list of visitors will be maintained. The list will be available for relevant staff to have access.

**PLEASE NOTE:** Residents who are [self-isolating](#) for 14 days under Droplet and Contact Precautions may not receive visitors. However, homes may allow residents who are not self-isolating to receive visitors, provided the home is not in outbreak.

3. Additional factors that will inform decisions about visitations in the Residence include:

- **Adequate Staffing:** The Residence must currently not have staffing shortages that would affect resident or staff safety and not be under a contingency staffing plan. There must be sufficient staff to implement the protocols related to visitors. Additionally, staffing levels must be sufficient to ensure safe visiting as determined by the home's leadership.
- **Access to adequate testing:** The Residence must have a testing plan in place, based on contingencies and informed by local and provincial health officials, for testing in the event of a suspected outbreak.
- **Access to adequate Personal Protective Equipment (PPE):** The Residence must have adequate supplies of relevant PPE.
- **Infection Prevention and Control (IPAC) standards:** The Residence must have appropriate cleaning and disinfection supplies and adhere to IPAC standards, including enhanced cleaning.
- **Physical Distancing:** Where appropriate, the Residence must be able to facilitate visits in a manner aligned with physical distancing protocols

### Outdoor Visits

*These requirements are necessary for outdoor visits, regardless of a home's previous outdoor visitation policy prior to the implementation of the MSAA guidelines and update to Directive #3.*

*On July 17, 2020, as per Ministry Of Seniors and Accessibility (MSAA), all visitors do not need to attest (verbally or written) to a negative COVID-19 test to visit a resident in a designated outdoor area.*

### Procedures:

1. The residence will begin a gradual resumption of visits, beginning with outdoor visits
2. All visits must be pre-arranged to allow for appropriate physical distancing and staffing coverage.
3. Visits will only be allowed during specific hours each day (please click on the link below in # 6 to view these hours), this will ensure we have staff available to screen visitors and direct them to the outdoor visitor section.
4. Visiting will be limited to **three visitors** per resident during the scheduled visit.
5. All visits **must be scheduled** at least **24** hours in advance to allow for appropriate physical distancing and staffing coverage.

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6. For Family and Friends to schedule a visit;
  - Use the outdoor visit link to select a time to book your visit.  
<https://www.signupgenius.com/go/9040449A9A72FA6F94-outdoor>
  - You will receive a confirmation email.
  - All requests will be filled on a first come, first served basis or as per resident need.
  - You may book only one week in advance to ensure that everyone is provided with equal opportunity.
    - If you need to reschedule or cancel a visit, please provide as much notice as possible. To cancel or reschedule, please follow the instructions within your confirmation email.
    - If your cancellation is last minute, please call the Residence(519-354-8103) and inform a member of the management team
  
7. For Residents to Schedule a Visit:
  - Notice to the front desk of a visit with family or friends is to be 24 hours.
  - Residents are encouraged to visit the front desk any day from 10am to 3pm to book a visit with family or friends.
  - Staff will add this information to our electronic calendar.
  
8. Visitors must arrive at the main entrance of the Residence **10 minutes** prior to the scheduled visit time to allow for screening through the intercom.
  
9. To ensure equal opportunity for other resident visits, visitation will be limited to **60 minutes long**. If you arrive late, unfortunately you will not be able to prolong your visit, as scheduling will be tight. We have to ensure that we are cleaning the visiting areas between visits, all chairs will be cleaned with disinfectant.
  
10. Visits will be weather permitting, at the discretion of the management team. If visits are cancelled due to poor weather, families will receive a call to inform them of the same, on the day of their scheduled visit. We will attempt to provide this notice within 2 hours of the scheduled visit time. If your visit is cancelled due to poor weather, you can either reschedule the visit or choose to have a phone call, Facetime, or Zoom session at or around your pre-existing scheduled time. In the event an entire day of visits is cancelled due to weather we will provide an alternate day to reschedule visits.
  
11. Screening of all visitors is mandatory. Visitors are required to check in at the main entrance of the Residence using the intercom to complete the screening.

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- Visitors do not need to attest (verbally or written) to a negative COVID-19 test to visit a resident in a designated outdoor area. The visitor will comply with the home's IPAC protocols, including proper use of face covering/masks and physical distancing as outlined in Directive #3.
  - Hand sanitization, screening questionnaire and temperature check will be completed.
  - If a visitor fails screening, they will not be able to proceed with the visit.
12. Visitors will be required to wear face covering/masks for the duration of their visit. We ask that visitors bring their own face covering/mask. Non-medical grade masks are acceptable for these visits.
  13. Visitors and residents will be required to maintain physical distancing for the duration of the visit. Each visiting area will be marked so that 2m of space separates visitors - as a result, visitors unfortunately may not hug or kiss.
  14. Designated outdoor visiting spaces have been established and will be identified by chairs provided for residents to utilize along the grass on Park Street and will be clearly labeled seating for St. Andrew's Residents Only. Only Residents are to utilize these chairs. Flags will be placed directly across from the chairs to indicate the proper physical distance.
  15. If a walk is desired the 2m distancing is required and the resident must not leave the property.
  16. The visitors are to bring their own lawn chair. Staff will clean and disinfect the resident chair after each visit.
  17. Please do not push your loved one's wheelchair; instead, we ask that you use the intercom and request staff assistance if necessary.
  18. Food and beverages will not be permitted during the visit.
  19. Personal items such as bags and purses will not be permitted during the visit, please leave these items in your vehicle.

As identified throughout this policy, should the Residence go into an outbreak or the resident be self-isolating or symptomatic, all visits will be discontinued, except for essential visitors. (e.g., Paramedics, OT/PT, etc.)

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### Screening Protocols & Visitor Requirements

1. Visitors must arrive at the Residence screening location **10 minutes prior** to the scheduled visit time to allow for screening. Prior to each visit, the visitor, must:
  - a. **Pass active screening**, including symptom screening, exposure for COVID-19, and temperature check **every time** they are on the premises of the residence, and that they are not experiencing any of the typical and atypical symptoms of COVID-19. Visitors will not be allowed to visit if they do not pass the screening.
2. The visitor must comply with the home's infection prevention control protocols (IPAC), including proper use of face coverings/masks.
  - a. Visitors must use a face covering/mask at all times when the visit is outdoors. Visitors are responsible for bringing their own face covering/masks. If the visitor does not bring their own face covering/mask, and the home is not able to provide a mask, the family visitor will not be permitted to visit.
  - b. Education on all required protocols will be provided by the home (See [Information Package for Visitors](#)).
  - c. Any non-adherence to these rules could be the basis for discontinuation of visits.
3. The visitor must only visit the outdoor area they are intending to visit, and no other resident.

### Additional Protocols

1. All residents and visitors will be provided with this policy and information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit. Additional applicable policies and procedures will also be communicated to residents as appropriate.
2. All visitors must practice physical distancing, respiratory etiquette, hand hygiene, and follow the residence's infection prevention and control practices (IPAC) and proper use of PPE.
3. Staff will monitor visits to ensure PPE and physical distancing protocols are followed. If not, the visitor will be asked to leave the premises per the Residence's policy on discontinuation of visits.
4. Visitors must identify any items brought for the resident to staff so they may be disinfected by staff, if appropriate.

### Discontinuation of Visits

1. Non-compliance with the residence's policies could result in the discontinuation of visits for the non-compliant visitor.

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2. If required, St. Andrew's staff will remind visitors to follow the physical distancing and proper mask use protocols.
3. If the situations continue, management will be notified to enforce the protocols, and the visitor may be asked to leave the premises.

### References and Related Policy and Procedures:

Appendix A - [Information Package for Visitors](#)

Ministry for Seniors and Accessibility-Reopening Retirement Homes

[https://files.ontario.ca/msaa-reopening-retirement-homes-en-2020-06-11.pdf?\\_ga=2.162336698.740546518.1591898495-1970199366.1571162281](https://files.ontario.ca/msaa-reopening-retirement-homes-en-2020-06-11.pdf?_ga=2.162336698.740546518.1591898495-1970199366.1571162281)

Ministry of Health (MOH) Directive #3 - June 11, 2020

<https://orcaretirement.us2.list-manage.com/track/click?u=0f7b468f27a8cf1a453f09536&id=8d9d920f89&e=0fbcef2f46>

[Ref. Infection Prevention and Control Section]

[Ref. E-IC6-Routine Practices]

[Ref. E-IC7 Additional Precautions]

[Ref. E-ICP3 COVID-19]

[Ref. E-ICP4 Outbreak protocol for COVID-19]

Date	Revision	Effective
June 16, 2020	New Policy	June 18, 2020
July 13, 2020	Visiting hours modified. Notice reduced from 48 hours to 24 hours Duration of visit extended from 30 minutes to 60 minutes As of July 17, 2020-Visitors no longer require negative COVID-19 test results prior to visiting.	July 16, 2020
July 24, 2020	Update link to the Ministry for Seniors and Accessibility, added note to explain no visitors for self-isolating resident	July 27, 2020

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