

St. Andrew's Residence, Chatham

Operations Manual



SUBJECT: COVID-19- Indoor Visits- Managing Visitors and Visitation	SECTION: Environment-Infection Control- Pandemic
POLICY NO: E-ICP9	RHRA-27
EFFECTIVE DATE: July 29, 2020	LAST REVISED DATE: New

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 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 MSAA guidelines, the following baseline requirements must be met prior to accepting visitors:

1. The Residence must not be in an 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 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:
 - **Access to adequate testing:** The Residence must have a testing plan in place, based on contingencies informed by local and provincial health officials, for testing in the event of a suspected outbreak.

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- **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 essential 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

Indoor Visits

These requirements are necessary for indoor visits, following the implementation of the MSAA guidelines and update to Directive #3.

As per Ministry of Seniors and Accessibility (MSAA), all Indoor Visitors must have received a negative COVID-19 test result within 2 weeks of the any visit and attest to this fact.

Procedures:

1. Indoor visits will only in designated area.
2. Indoor visiting will be limited to ONE indoor visitors per resident at one time.
3. Visits will only be allowed during specific hours each day (please click on the link below to view these hours), this will ensure we have staff available to screen visitors and direct them to the designated area.
4. To ensure equal opportunity for other resident visits, visitation will be limited to 30 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
5. Visits may be limited to once per week based on availability.
6. All visits must be scheduled at least 24 hours in advance.

To schedule a visit;

- Using the [indoor visit link](#), select a time to book your visit.
- 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.

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- 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 and inform a member of the management team
7. No food or beverages will be permitted during the visit
 8. 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.)

Screening Protocols & Visitor Requirements

1. Screening of all Indoor Visitors is mandatory.
2. Visitors must arrive at the Residence and check in at the **main** entrance using the intercom to complete the screening **10 minutes prior** to the scheduled visit time.
3. Prior to each visit, the Indoor 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
 - b. **attest** that they have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive (no proof required). (refer to the [Visitor Information Package](#) to schedule your test) and that they are not experiencing any of the typical and atypical symptoms of COVID-19.
 - c. Hand sanitization, screening questionnaire and temperature check will be completed
 - d. Visitors will not be allowed to visit if they do not pass the screening.
4. The Indoor Visitor will be guided to the designated area and are not allowed to wander through the residence
5. The Indoor Visitor must comply with the home's infection prevention and control protocols (IPAC).
 - a. Indoor Visitors must use a surgical mask at all times while in the Residence and during the indoor visit. Visitors are responsible for bringing their own masks.
 - If the Indoor Visitor does not bring their own mask, and the home is not able to provide a mask, the Indoor Visitor will not be permitted to visit.

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- b. Indoor Visitors must practice proper hand sanitizing while in the Residence. Please use hand sanitizer stations located throughout the Residence.
 - c. Education on all required protocols will be provided by the home (See [Information Package for Visitors](#)).
 - d. Any non-adherence to these rules could be the basis for discontinuation of visits.
6. Indoor Visitors and residents will be required to maintain physical distancing for the duration of the visit. - as a result, visitors unfortunately may not hug or kiss.
7. The Indoor Visitor must only visit the designated area with the designated resident 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 and visitors as appropriate.
2. All Indoor Visitors must practice physical distancing (2 metres), 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.

Discontinuation of Visits

1. Non-compliance with the Residence's policies could result in the discontinuation of visits for the non-compliant visitor.
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 Indoor Visitor may be asked to leave the premises.

References and Related Policy and Procedures:

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

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Ministry for Seniors and Accessibility (MSAA) Reopening Retirement Homes - June 11, 2020 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]
- [Ref. E-ICP10-Outside Visits-Managing Visitors and Visitation]

Date	Revision	Effective
July 29, 2020	New Policy	July 29, 2020

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