

SUBJECT: COVID-19- Designated Caregivers	SECTION: Environment-Infection Control-Pandemic
POLICY NO: E-ICP8.3	RHRA-27
EFFECTIVE DATE: July 22, 2021	REVIEWED/REVISED DATE: July 19, 2021

### Introduction

This policy must be used in conjunction with E-ICP8-Managing Visitors and Visitation. Please refer to E-ICP8A-Types of Visitors-Managing Visitors and Visitation Appendix A for a full description of the types of visitors.

If anything in this policy conflicts with applicable legislation or regulations or any other provincial requirements, those requirements prevail, and retirement homes must follow all applicable provincial legislation, regulations and requirements.

On May 20, 2021, the Ontario government, in consultation with the Chief Medical Officer of Health, announced its [Roadmap to Reopen](#) (O. Reg 344/21), a three-step plan to reopen the province and gradually lift public health measures based on the province wide vaccination rate and improvements in key public health and health care indicators.

On July 16, 2021, Ontario entered into Step 3 of the plan.

### Safety Review and Infection Prevention and Control Protocols

1. Prior to visiting any resident for the first time after this policy is released, and at least once every month thereafter, verbally attest to the home that they have:
  - a. Read/Re-Read the following documents:
    - The home's visitor policy; and
    - Public Health Ontario's document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)
  2. Watched/Re-Watched the following Public Health Ontario videos:
    - a. [Putting on Full Personal Protective Equipment](#)
    - b. [Taking off Full Personal Protective Equipment](#); and
    - c. [How to Hand Wash](#).
3. The Visitor must comply with the home's infection prevention and control protocols (IPAC) including frequent hand sanitizing using the hand sanitizing stations throughout the Residence, wearing the required PPE, and, physical distancing (2 meters or 6 feet) with the exception of a brief hug.
4. Any non-adherence to these rules could be the basis for discontinuation of visits.

### Personal Protective Equipment

Visitors must wear PPE as required in Directive # 3:

- Visitors are responsible for bringing their own medical face covering/mask, if the visitor does not bring their own mask the Residence may be able to supply one.
- Face shields or goggles are no longer required, unless you are unable to wear a mask as outlined in Directive # 3, (see exceptions below).

Exceptions to the masking requirements are as follows:

1. Children who are younger than 2 years of age;
2. Any individual (staff, visitor, or resident) who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005; and/or
3. Any individual (staff, visitor, or resident) who is being reasonably accommodated in accordance with the Human Rights Code.

**If you classify for an exemption # 2 or 3, you will be required to wear a face shield**

### Designated Caregivers (Essential Visitor):

These requirements are necessary for Designated Caregiver visits, following the updates to [Directive # 3](#) and the implementation of the [Retirement Home Policy to Implement Directive # 3](#).

All visiting hours will be 8am to 8pm Monday to Friday, and 9am to 7pm Saturday, Sunday and Holidays.

1. A maximum of two (2) Caregivers may be designated per resident.
2. The decision to designate an individual as a caregiver is entirely the decision of the resident and or the substitute decision maker / power of attorney.
3. The designation of caregivers must be done in writing using the Caregiver Designation Form ([E-ICP8.3a](#)) and sent to Resident and Client Relations Manager or their designate.
4. The designation may be changed from time to time as required but once a designation is made those two caregivers will remain the same until at least the end of seven days.
5. Both caregivers are allowed to visit the resident at the same time.
6. The designated caregivers are able to visit while the resident is self-isolating or symptomatic or the Residence is in an outbreak. The designated caregivers are the only individuals who will be considered essential visitors for the purposes of visiting.
7. Prior to their first visit and monthly thereafter, each designated caregiver must receive training in the proper use of PPE ([please visit the website](#)). This is a mandate from the Ministry of Long Term Care through Directive # 3.
8. Designated Caregivers must be over the age of 18.

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9. Caregiver Visits will only take place between 8:00 AM to 8:00 PM Monday to Friday, and 9:00 AM and 7:00 PM Saturday and Sunday either indoors or outdoors.
10. Caregivers may not stay for meal time unless special arrangements have been made.
11. The visitor must only visit the designated area with the designated resident intending to visit, and no other resident or no other area of the residence. (Please do not walk with the resident to the dining room, courtyard or lounges.)
12. 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. (See [Visitor Information Package](#).)
13. Any non-adherence to these rules could be the basis for discontinuation of visits.

### Screening Protocols - Caregiver Requirements

1. Screening of all Designated Caregivers is mandatory.
2. All visitors will be actively screened at the main entrance of the Residence.
3. All visitors, once passing screening, will enter the Residence, will be asked to use the hand sanitizer and complete the screening questionnaire including;
  - a. Name
  - b. Phone Number
  - c. Who you are visiting with
  - d. Confirm to not experiencing any symptoms, and
  - e. Immunization status (optional)

### 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 Designated Caregivers may be asked to leave the premises.

### References and Related Policy and Procedures:

1. [E-ICP8-B-COVID-19 - Information Package for Visitors](#)
2. [Retirement Homes Policy to Implement Directive # 3](#)
3. [Ministry of Health \(MOH\) Directive #3](#)

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- [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-ICP8-COVID-19-Managing Visits and Visitation]
- [Ref. E-ICP8.1-COVID-19 Outdoor Visits]
- [Ref. E-ICP8.2-COVID-19-Indoor Visits-General Visitors]
- [Ref. E-ICP8.3a-Caregiver Designation form]

Date	Revision	Effective
June 11, 2021	Update policy to follow the new Retirement Homes Policy to Implement Directive # 3. Update links, removed reference to response system. Added reference to Reopening Roadmap. Add that both caregivers are allowed to visit at the same time. Removed all reference to the requirement to book a visit.	June 15, 2021
July 19, 2021	Update policy to follow the new Retirement Homes Policy to Implement Directive # 3. Update links, Removed the requirement to have a negative Covid test. Removed the requirement to wear a face shield or goggles unless exceptions apply	July 22, 2021

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