
 Fairview	 Parkwood	Manual:	Infection Prevention and Control Manual	Reference:	IC012331.00
		Section:	COVID-19 Safety Plan	Created:	07/09/2020
		Subject:	Visitor Policy During COVID-19 (Indoor/Outdoor)	Revised:	June 9, 2021

POLICY

It is the policy of the Homes to implement the visiting requirements as per Directive #3 under the Long-Term Care Homes Act issued by the Chief Medical Officer of Health. In addition to the Directive the Homes will utilize Directive: COVID-19: Long Term Care Home Surveillance Testing and Access to Homes, and Guidance Documents provided by the Ministry of Long-Term Care and the RHRA. The goal of managing visitors is to balance the need to mitigate risks to residents, staff, and visitors with the mental, physical, and spiritual needs of residents for their quality of life. It is understood that all MLTC, Public Health, Ministry for Seniors & Accessibility, RHRA directives and recommendations will be adhered to. This and other policies may change to reflect updated provincial guidelines, and in consideration of the regional/local pandemic situation. Any visitor not following the health guidelines for COVID or does not follow the outlined protocol will be the basis for discontinuation of the visit.

Retirement home will follow the same rules when visiting is happening on the LTC home/space.

All visitors coming will be tracked via the online screening tool which is available to staff if needed.

All visitors coming into the Home will be screened, and attestation to not experiencing any symptoms. The exception to screening is first responders who should be permitted entry without screening in an emergency.



All visitors should consider their personal health and susceptibility to the virus in determining whether visiting a long-term care/retirement home is appropriate.

Visitors who require COVID testing and have tested positive can resume visiting when they have been cleared by Public Health.

Note: Long term care home and retirement home staff, volunteers and placement students are not considered visitors. Access to the home is determined by the licensee. Screening and PPE requirements for volunteers and students should align with those for staff.

Government inspectors are essential visitors however they are not subject to the Visiting Policy. Screening requirements do apply for Government Inspectors. They must be actively screened and attesting to not experiencing any symptoms. They do not require Rapid Antigen testing. Examples of inspectors include LTC Inspectors, Health Protection and Promotion (Public Health), Ministry of Labour, Retirement Home Regulatory Authority (RHRA).

Refer to PPE specific policy for requirements for wearing of PPE for all types of visitors.

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REFERENCES

Directive #3 for Long Term Care Homes under the LTCHA. May 2021.
 Long Term Care Visitor, Absences & Social Gatherings Snapshot; effective June 9th, 2021
 COVID-19 Visiting Policy: Ministry Long Term Care; MAY 2021.
 Retirement Home COVID-19 Visiting Policy: Ontario.ca; May 2021.
 FAQs Directive #3 and MLTC COVID-19 Guidance Document for LTCHs; June 3, 2021

DEFINITIONS

Essential Visitor-person performing essential support services, person visiting a very ill or palliative resident, inspector (not subject to visitor policy); there are two categories: support worker and caregivers.

Support Worker- essential visitor visiting to perform essential support services to a resident at the home. Example-physician, nurse practitioner, maintenance, person delivering food. This extends in retirement homes to contract workers hired by the home or LHIN care services

Caregiver – essential visitor designated by the resident/SDM and is providing direct care to the resident e.g. feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, assistance in decision-making.

General Visitor- person who is not an essential visitor and is visiting for non-essential services or for social reasons. In retirement homes this extends to a prospective resident taking a tour of the home.

Staff – person who works at the home



- (a) As an employee of the Home
- (b) Pursuant to a contract or agreement with the licensee
- (c) Pursuant to a contract or agreement between licensee and employment agency or other 3rd party
Per Long Term Care Homes Act, 2007; 2(1)

Personal Care Service provider (Retirement Home)-not an essential visitor but visits to provide a personal care service to resident. E.g., hairdresser. Only one Personal Care Service Provider can see a resident at a time.

Fully immunized – Two weeks after receiving second of two doses of COVID-19 vaccine.

COMMUNICATION

Residents, staff, and families will be kept informed about COVID-19 and changes to policies and procedures. Communication includes posters, memos, One-Calls, e-mail communication and communication via the website.

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SUPPORT PERSON FOR A VISITOR

A visitor may require a support person to help them visit a long-term care home. The Support person must adhere to all the visitor guidelines. A support person does not count towards the maximum number of visitors. A support person for a caregiver does not need to be designated. A support person will be required to pass active screening and have a negative rapid antigen test result to enter the home.

EXCEPTIONS TO SOCIAL DISTANCING

Regardless of resident and visitor vaccination status, brief hugs can take place. Where both the resident and visitors are fully immunized close physical contact, including handholding, can now take place safely. It is important that residents and visitors continue to adhere to public health measures in the home, including good hand hygiene and appropriate masking.

Essential caregivers and general visitors who are fully immunized are able to have close physical contact with the resident and are not required to wear eye protection whether visiting indoors or outdoors. .



NON-COMPLIANCE

- Non-compliance with the policies of the Home could result in a discontinuation of visits for the non-compliant visitor.
- A visit will be ended prior to the established time if a visitor is not complying.
- Visitors will be provided with information/education on the home's policies and procedures for their type of visit.
- If a visitor is found to not be complying re-education/instruction will be provided. The visitor must review the information.
- In the event a visit is ended the details will be documented.
- If the circumstances cannot be resolved by education and explanation and the health and safety of residents and staff are impacted a visitor may be temporarily prohibited from visiting.
- If a visit is prohibited a time frame and requirements for resuming the visit will be communicated and documented by the Home.

A. OUTDOOR VISITS

Procedure

1. Each resident may have up to two general visitors at a time for outdoor visits. Essential caregivers can also be present during these visits.
2. Physical distancing must be maintained with the exception as noted above *in Exceptions for Social Distancing*.
3. Visitors must wear a mask at all times. Residents should also be masked where tolerated. Fully immunized visitors do not need to wear eye protection.
4. Children under the age of two do not count toward the total number of general visitors.

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5. All general visitors will need to come to the screening desk to be screened prior to the visit. If they do not pass screening, they will need to leave the property. All general visitors are not allowed to enter the building past the screening desk for any reason.
6. General outdoor visitors do not need to undergo rapid antigen test.
7. The Home has discretion for outdoor visits during inclement weather/heat etc.
8. General outdoor visits are not allowed if the resident is isolated for droplet and contact precautions.
9. All furniture etc. will be cleaned/disinfected between visits.

B. INDOOR VISITS



Where a resident has mobility limitations or health conditions (factors unrelated to weather) that make participating in outdoor visits highly unlikely or impossible, indoor visits may take place. a maximum of 1 general visitor per resident may visit indoors at a time. A maximum of 1 approved caregiver may also be present during the visit.

Criteria for Indoor Visits

Staff of the Home know the health status and mobility limitations of the residents. This includes the resident's level of physical functioning, type and level of assistance required to support the resident in participating in an outdoor visit, including disease diagnoses, health conditions and their overall wellbeing.

Procedure

1. A maximum of 1 general visitor per resident may visit indoors at a time.
2. A maximum of 1 caregiver may also be present during the visit.
3. Children under the age of two do not count toward the total number of general visitors and are not required to wear a mask.
4. General visitors are not permitted to visit residents who are symptomatic or isolating under droplet and contact precautions.
5. General visitors are not permitted to visit indoors if the home is in outbreak.
6. A list will be developed by the Home of the Residents who will qualify for indoor visits according to the above criteria.
7. Visitors must adhere to physical distancing other than as noted above in Exceptions to Social Distancing.
8. Fully immunized general visitors are not required to wear eye protection while visiting.
9. All other public health measures including hand hygiene and appropriate masking must be followed.

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10. General visitors are required to undergo a rapid antigen test. They must wait for a negative test result before proceeding into the Home for the visit. If they fail screening, they must leave the Home.

Refer to Linked documents of Home specific procedure which is linked for specific guidance for visits.