

PIONEER MANOR

CORPORATE POLICIES AND PROCEDURES

TITLE: MANAGING VISITORS PROGRAMS

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APPROVED BY:


Director of Long-Term Care Services (Pioneer Manor)

VALUE STATEMENT:

- As a reflection of our vision and mission statements as well as our core values, Pioneer Manor is committed to ensuring that residents remain connected to friends and family during a pandemic.

POLICY:

- Pioneer Manor will implement a visiting program that follows provincially mandated protocols of physical distancing. Where it is not possible or advisable for in-person visiting, Pioneer Manor will continue to offer other visiting options.
- Non-essential indoor and outdoor visits will not be permitted if Pioneer Manor is in a COVID-19 outbreak or the resident is on isolation. Depending on the size and scope of the COVID-19 outbreak, essential visitors may be permitted.
- Visits will be discontinued for any visitor(s) who are non-compliant with this policy.

PURPOSE

- To ensure compliance with Public Health Guidance and guided by applicable policies amended as required, from the Ministry of Long-Term Care (MLTC) and Ministry for Seniors and Accessibility (MSAA).
- To ensure visitation is based on principles such as safety, emotional well-being, flexibility and addresses concepts such as compassion, equity, non-maleficence, proportionality (i.e., to the level of risk), transparency and reciprocity (i.e., providing resources to those who are disadvantaged by the policy).
- To ensure a safe environment that follows provincially mandated protocols of physical distancing.
- To ensure compliance with Pioneer Manor's Infection Prevention and Control Program.

Guiding Principles:

- **Safety:** Any approach to visiting in a long-term care home 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, in an attempt to reduce any potential negative impacts related to social isolation.
- **Equitable Access:** All individuals seeking to visit a resident will be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.
- **Flexibility:** The physical/infrastructure characteristics of the long-term care home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) levels for staff and residents will be considered
 - Visitors should consider their personal health and susceptibility to the virus in determining whether a visit is appropriate.

- Consideration should also be given to whether or not it is in the best interest of the resident for a visit to occur.

Note:

- Staff, volunteers, student placements and agency team members are not considered visitors as their access is determined by the Home, and as such are excluded from this policy.
- Ministry inspectors are essential visitors and are not subject to this policy.

PROCEDURE:

- **Essential Visitor** - includes a person 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.
 - For persons visiting a very ill or palliative resident:
 - Upon receipt of comfort care orders, visits are permitted.
 - A list indicating which residents are considered 'end of life' is maintained by the RNs and accessed by staff responsible for screening visitors.
- **Caregiver** – is a type 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 (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). They may include family members or friends, privately hired caregivers, paid companions and/or translators.
 - Caregivers can visit the Home at any time, including during an outbreak, and without time limits.
 - If the Home is in an outbreak or the resident is on isolation, a maximum of one (1) caregiver per resident may visit at a time.
 - The Home reserves the right to limit this to one caregiver at a time for residents in shared accommodation where safe physical distancing cannot be maintained.
 - It is important to note, Public Health Sudbury & Districts may further restrict visiting, depending on the situation.
 - All requests to become a designated caregiver are to be made by contacting the Coordinator of Intake and Resident Relations.
 - In compliance with “*COVID-19 guidance document for long-term care homes in Ontario*”, caregivers who want to volunteer to support more than one resident, in the event of an outbreak, may support up to two residents who are COVID-19 positive, provided the home obtains consent from all involved residents (or their substitute decision makers). Caregivers may also support more than one resident in non-outbreak situations, with the same expectation regarding resident consent.
 - The Coordinator of Intake and Resident Relations:
 - Meets with the caregiver to:
 - Review the ‘Essential Visitors: Caregiver’s Package’ and provide a copy of the document to the caregiver for future reference. The caregiver signs off each section of the document confirming they have read and understand what is required of them and indicating that they agree and will comply with the protocol.
 - Assist with communication, planning and educational support and will collect information related to caregiver such as, contact information, care being provided by the caregiver, and the anticipated schedule if known.
 - Ensures that Resident Care staff and other disciplines, as required, are aware of the plan by:
 - Updates the Resident’s care plan (RCP).
 - Updates the “Caregivers” list and makes it accessible to staff responsible for screening visitors.
- **General Visitor** -. A person who has not been identified by the resident or SDM as a caregiver and the purpose for visiting with a resident is for a social visit or performing a non-essential service (e.g., Family or friends). General visitors under the age of 14 must be accompanied by an adult and must follow all applicable public

health measures that are in place (e.g., active screening, physical distancing, hand hygiene, wearing a mask).

- See Appendix 1 for Summary of Requirements re visitors into the Home.

- **Responding to Visitor Non-Adherence**

Pioneer Manor has developed its visitor policy to ensure the safety of those living in, working in, and visiting the Home. In the event there is a concern raised related to visitor non-adherence, the following guidelines are in place:

- Education and support will be provided by the Home Area Registered Staff Member/Registered Nurse to help the visitor understand policy and protocols that have been established.
- If non-adherence continues, the concern will be escalated to the Resident Care Coordinator (RCC) responsible for the resident's Home Area who will speak with the visitor. They will provide additional education and reinforce the impact and importance visits have in supporting a resident's care needs and emotional well-being.
- If non-compliance continues after the RCC has explained applicable requirements and the visitor has the resources and time to adhere to the requirements, the RCC may end the visit and ask the visitor to leave the Home. If a visit has been ended by the Home, this decision must be documented. Any decisions to end a visit will be communicated to the Manager of Resident Care and will be reviewed by the Director of Long-Term Care Services (Pioneer Manor).
- After reviewing circumstances related to the situation, the Manager of Resident Care will contact the visitor to review concerns and determine next steps which may include additional education to be taken.
- In the event where there is repeated or flagrant non-adherence by a visitor, the Home may decide to temporarily prohibit visits if:
 - The non-adherence negatively impacts the health and safety of residents, staff and other visitors,
 - It is demonstrated continuously by the visitor over multiple visits, and they have had previous visits ended.
- Decisions to temporarily prohibit a visitor will be made only if all other reasonable efforts to maintain safety during a visit have been exhausted. In this case, the following will be documented and communicated to the visitor:
 - Length of time for prohibition,
 - Requirements visitor must meet before visits may be resumed.
- Should additional support be required, the Home may reach out to Public Health for further direction.

- **Education**

- Visitors will receive a package which will include the visitor policy, information on infection prevention and control protocols, masking and other procedures related to visiting. Information will be shared by email, available through the website, and in paper format at the screening table. Visitors will attest to reviewing the information prior to their first visit and at least monthly thereafter.
- Available resources on the Home's Website include:
 - Education package for visitors
 - Visitor Code of Conduct
 - Donning & Doffing PPE video
 - Hand Wash video; Hand Rub video
 - LTC Visitors Policy Posters

- **Evaluation**

- The Coordinator of Volunteerism and Recruitment will collect visitor and resident satisfaction data to evaluate the process and visiting experience.

- **Reference:**

- Ministry of Long-Term Care “Resuming Visits in Long-Term Care Homes” September 2, 2020
- Advantage Ontario, “Visitors Tool: Key Considerations for Long-Term Care Homes” July 2020
- COVID-19 Guidance document for long-term care homes in Ontario. October 6, 2022
- COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units, October 6, 2022

Summary of Requirements for Visiting, Absences, and Social Gatherings

Requirements		Non-Outbreak Guidelines	Outbreak/Resident in Isolation
Visitors	Essential Caregivers	<ul style="list-style-type: none"> Physical distancing with the resident not required. May support in dining room and join in activities. Must be screened and obtain negative rapid antigen testing (RAT) every 2nd day (48 hours) to obtain entry in the Home * Visitors aged 4 and under are permitted entry, no RAT required, however, must pass active screening. Surgical masks are required, and eye protection where indicated. Masks may be removed in designated areas (private accommodations or solarium) if no other residents are present in the room. 	<ul style="list-style-type: none"> May support in resident's room/ quarantine room (max 1 per visit) Must be screened and obtain negative rapid antigen testing (RAT) every 2nd day (48 hours) to obtain entry in the Home *
	General Visitors General visitors under the age of 14 must be accompanied by an adult	<ul style="list-style-type: none"> Eating and drinking is permitted in the Bistro, Winter Park and resident rooms (if neighboring resident is not present in room) No limits on the number of visitors that may visit a resident at a time for indoor and outdoors visits of non-outbreak areas as long as social distancing can be maintained. 	<ul style="list-style-type: none"> Not permitted, unless visiting a resident receiving end of life care. If the visitor fails the screening process, the visitor is to wear PPE (mask and goggles) during end-of life visitation.
Absences *Surgical mask required *Follow IPAC active screening on return *Testing and isolation requirements as set out by the Ministry of Health and PHU.	Medical/ Compassionate/Palliative/ Essential	Permitted	
	Short term Social (Day) (<24 hours)	<ul style="list-style-type: none"> Permitted for all residents 	Not Permitted
	Temporary Social (2+ days/overnight)	<ul style="list-style-type: none"> Permitted for residents 	Not Permitted
Social Gatherings *Residents wear masks if tolerated, IPAC adherence, cleaning prior/after	Organized events/social gatherings	<ul style="list-style-type: none"> Limited capacity in a room No cohorting required Social group activities should be in small groups Large group activities may occur provided social distancing can be maintained. 	Advice of the PHU
Dining	Communal Dining	<ul style="list-style-type: none"> Cohorting of residents, physical distancing at table not required. Physical distancing between dining tables as much as possible. Buffet and family style dining is permitted in dining rooms. Visitors may join residents while always remaining masked. 	In-suite dining at direction of PHU

* An individual who has tested COVID-19 positive in the last 90 days is excluded from RAT requirements