



**AREA** : LTC ADMINISTRATION **Current Date: Sept 4, 2020**  
**ISSUED BY** : ADMINISTRATOR  
**DISTRIBUTION** : ALL DEPARTMENTS **Revision Date: Jan 10, 2021**  
**SUBJECT** : VISITING DURING COVID-19  
**APPROVED BY** : \_\_\_\_\_  
**Administrator**

**POLICY**

Copernicus Lodge is committed to supporting the emotional wellbeing of residents. Family members, caregivers, and general visitors are encouraged to visit residents while keeping in mind the health, safety and wellbeing of residents, staff and visitors.

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting Copernicus Lodge is appropriate.

**PURPOSE**

The purpose of this policy is to provide guidance around visiting and at the same time to protect the health and safety of residents, staff and visitors while supporting residents in receiving the care they need and maintaining their emotional well-being. All Visitors will be given access to visit in a consistent and equitable manner according to their preferences.

**PREAMBLE**

Definitions:

**Essential Visitor** – is a person performing essential support services (e.g., physician, Nurse Practitioner, food delivery, inspector, maintenance, or health care services (e.g.,

phlebotomy) or a person visiting a very ill or palliative resident. Essential visitors include support workers and caregivers as defined in Directive #3.

**Support Worker** – is an essential visitor who is visiting to perform essential support services for the home or for a resident at the home. This includes physicians, nurse practitioners, maintenance workers or a person delivering food etc.

**Caregiver** – is a 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). A caregiver must be at least 18 years of age. The Resident or substitute decision-maker shall designate a caregiver.

**General Visitor** – is a visitor who is not an essential visitor and is visiting to provide non-essential services who may or may not be hired by the resident or SDM for social reasons that the resident or SDM assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity. General visitors under the age of 14 years must be accompanied by an adult. General Visitors are not permitted to visit as per the Ministry's Directive.

## **PROCEDURE**

Residents are asked to choose and designate their caregivers. If a Resident is unable to designate her/his caregiver, the resident's Substitute Decision Maker (SDM) will designate up to a maximum of two caregivers at a time in writing to the Administrator of the home.

Residents and Substitute Decision Makers must provide the name and contact information for individuals who are designated as caregivers in writing.

Residents or SDM may change the designation based on the resident's care needs or the availability of the designated caregiver. All changes must be made in writing to the Administrator and the designation may be either temporary or permanent.

In the case of a resident who is palliative, families may visit 24 hours a day.

Caregivers must be at least 18 years of age and Copernicus Lodge may require proof of age from caregivers.

A maximum of one caregiver may visit a resident at a time.

If a resident is self-isolating or symptomatic, a maximum of one caregiver may visit that resident at a time.

Caregivers are welcome to visit their loved ones on the Resident Home Area (RHA) in resident's room. Visits are not allowed in common public areas on the RHA where other residents reside. Caregivers are not permitted to take their loved ones to the courtyard on the ground floor or to congregate in other common areas of the home, or other RHA's, or in tenant apartments.

General visitors under the age of 14 years must be accompanied by an adult; however, general visitors are not permitted as per the Ministry's Directive.

Copernicus Lodge will maintain a list of all visitors to the home and the list will be available for all staff to access at all times.

All Caregivers/visitors must follow all applicable infection prevention and control precautions that are in place in the home.

All Caregivers/visitors will be actively screened on entry for symptoms and exposures for COVID-19, including temperature checks. Caregivers/visitors who fail the test will not be granted admission to the home.

If you are sick or experiencing symptoms of a cough, cold, fever, stomach virus, diarrhea or vomiting or any other contagious conditions such as COVID-19 symptoms, please do not visit the home.

Caregivers/visitors must attest to not experiencing any of the typical and atypical symptoms at the time of visit.

Caregivers/visitors must attest and provide proof that they have tested negative for COVID-19 in the past week and not subsequently having tested positive.

Caregivers/visitors must attest that they have not visited another home, resident who is self-isolating or symptomatic and or in outbreak in the past 14 days.

Copernicus Lodge will provide caregivers/visitors with surgical procedure masks, gloves, gowns and eye protection such as face shield or goggles at screening stations.

Copernicus Lodge will provide caregivers/visitors with initial training and monthly retraining on putting on personal protective equipment, putting on full personal protective equipment, taking off full personal protective equipment and how to hand wash prior to visitors visiting resident for the first time as per Directive #3.

General visitors may not be permitted to visit if Copernicus Lodge is in outbreak, resident is self-isolating or symptomatic or the Toronto public health unit is in Orange-Restrict, Red - Control or Grey – lockdown.

All caregivers/visitors must sign the resident out of the Resident Home Area when leaving the building for medical appointments. A staff member must be advised when the resident is leaving the Resident Home Area. Do not let residents follow you off the Resident home area into the elevators or exit doors unless attended.

All caregivers/visitors must attest that they have read and reread Copernicus Lodge's visitor policy and attest that they have received initial training and retraining on infection prevention and control as well as the proper use of personal protective equipment.

Caregivers/visitors are not permitted in non-resident areas. This includes, but is not limited to, nursing stations, staff rooms, conference rooms, storage rooms, utility rooms, kitchen serveries and home service areas such as laundry and receiving.

If infection control precaution signage is posted on a resident's door, please check with the nursing staff for further direction prior to entering the room.

Regular cleaning of hands reduces the spread of infection. Please clean your hands frequently when visiting, Cover coughs or sneezes with tissue or crook of your arm. Please refrain from touching your face.

Should Copernicus Lodge experience an outbreak, Caregivers/visitors are expected to respect the restrictions that may be put into effect on consultation with Toronto Public Health.

During winter months, visitors are asked to take care to ensure they have removed excess snow from clothing and footwear resulting puddles could become a hazard to our Health and Safety.

Please follow staff instruction in the event of an emergency.

Do not bring in medications and leave them in the resident's room, always give the medication to the nurse.

The privacy of all residents, staff and other visitors must always be respected.

Staff are only able to provide updates on a resident's specific condition to the individual documented as the Power of Attorney for Care.

Caregivers/visitors must refrain from providing personal care to residents for which knowledge, education and certification may be required.

Caregivers/visitors will be requested to leave a resident's room when care is being provided to the resident.

Non-family members are not permitted to visit a resident in a private room unless expressly invited by that resident or family member.

Caregivers/visitors are expected to respect the rights of all residents and families, including non-monopolizing common spaces on Resident Home Areas.

Caregivers/visitors, including family, must not take pictures, voice or video recordings of any visitors, staff or other visitors without express consent of the individuals involved.

Food and fluids are available for resident consumption only. Meal tickets can be purchased from the Receptionist in advance.

Supplies and equipment within the home are not available for use by visitors without the express permission of the home.

Caregivers/visitors are asked to be respectful of the goods and property of others.

Dining room fridges are for resident-use only. Any resident items put in a fridge must be labelled with the resident's name and the date it was placed in the fridge. Items will be discarded by staff if unlabeled, expired or as needed for resident safety.

Smoking is prohibited in the home and within nine metres surrounding any entrance/exit. Smoking is only permitted in designated areas on the home grounds.

The consumption of alcohol is strictly prohibited by visitors.

Possession and use of street drugs and or weapons is strictly prohibited.

Unacceptable behaviour on the part of a visitor such as loud disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident, and infringement of the guidelines for visitors will not be tolerated, and may result in visiting restrictions, visiting prohibition or legal action.

Caregivers/visitors are asked to respect Copernicus Lodge policies, procedures, communication and legislative guidelines.

Caregivers/visitors are encouraged to refrain from wearing scented products.

### **Indoor Visits on Resident Home Areas (Caregivers)**

Caregivers may visit residents between the hours of 9:00 a.m. and 9:00 p.m.

One caregiver may visit a resident on the Resident Home Area between visiting hours in the resident's room for approximately one hour or extended time if assisting their loved one with meals.

Caregivers are welcome to visit daily seven days per week.

Caregivers may use the accessible washroom on the ground floor in the long-term care home when visiting a resident.

Caregivers will provide proof to the staff of a negative COVID-19 test result in the past week and verbally attest to not subsequently testing positive when the home is in red, orange or grey level.

Caregivers must present a copy of your test results at each visit and you will be asked to sign the screening form and waiver.

Residents who are self-isolating or symptomatic are allowed to have one caregiver visitor at a time.

If Copernicus Lodge is in outbreak, a maximum of one caregiver is allowed to visit their loved one at a time.

A caregiver may not visit any other resident or home for 14 days after visiting another resident who is self-isolating or symptomatic or other home in an outbreak.

### **Indoor Visits in Multipurpose Room**

General indoor visitors are not permitted to visit as per the Ministry's Directive.

### **Outdoor Visits**

General outdoor visitors are not permitted to visit as per the Ministry's Directive.

### **Window Visits**

General window visitors are not permitted while Copernicus Lodge is in an outbreak.

### **Virtual Visits**

Virtual visits with residents are available between the hours of 11:30 a.m. and 6:15 p.m.

We request that you book your 30 minutes virtual visit with the scheduler at 416-536-7122 Ext.237.