



AREA : LTC ADMINISTRATION **Current Date: Sept 4, 2020**

ISSUED BY : ADMINISTRATOR

DISTRIBUTION : ALL DEPARTMENTS **Revision Date: Oct 28, 2020**

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.

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 residents will be given access to visitors in a consistent and equitable manner according to their preferences.

PREAMBLE

Definitions:

Essential Visitor – is 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. 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.

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.

PROCEDURE

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

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

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 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.

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

General visitors under the age of 14 years must be accompanied by an adult.

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

All visitors will be actively screened on entry for symptoms and exposures for COVID-19, including temperature checks. 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.

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

Visitors must attest and provide proof that they have tested negative for COVID-19 in the past two weeks and not subsequently tested positive.

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 with surgical procedure masks, gloves, gowns and eye protection such as face shield or goggles at screening stations.

Copernicus Lodge will provide caregivers with training and 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.

All visitors must sign the resident out of the Resident Home Area when going to other public areas on premises, or leaving the building for medical appointments. A staff member must be advised when the resident is leaving the RHA. Do not let residents follow you off the Resident home area into the elevators or exit doors unless attended.

All visitors must attest that they have read and reread Copernicus Lodge's visitor policy.

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, 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, 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.

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.

Visitors will refrain from providing personal care to residents for which knowledge, education and certification may be required.

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.

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

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.

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.

Visitors are asked to respect Copernicus Lodge policies, procedures, communication and legislative guidelines.

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 visitor may visit a resident on the Resident Home Area at a time between visiting hours in the resident's room.

Caregivers are welcome to visit daily seven days per week.

Caregivers will attest and provide proof to the staff that they have tested negative for COVID-19 within the previous two weeks.

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

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 visitors are no longer allowed to visit residents until further notice from the Ministry of Health Long Term Care.

Outdoor Visits

General visitors are not allowed to visit residents in the courtyard on the ground floor.

Window Visits

General window visitors are welcome to visit with residents between the hours of 11:30 a.m. and 6:15 p.m. in the window area on the ground floor.

Several general visitors may visit a resident during visiting hours for a maximum of 30 minutes at the window visits

Copernicus lodge will not provide surgical procedure masks to window visitors.

General window visitors will not be able to offer their loved ones food, so please do not bring special treats to the visit; however, visitors may drop off food at the reception area for residents.

A general window visitor 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.

General window visitors are asked to be respectful towards residents, staff, and other visitors

We request that you book your 30 minutes window visit on line by visiting Copernicus Lodge's website. If you are having difficulties, please contact the scheduler at 416-536-7122 Ext. 237.

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 online by visiting Copernicus Lodge's website. If you are experiencing difficulties, please contact the scheduler at 416-536-7122 Ext.237.