

Visitor Policy During Resident Isolation, Outbreak, Pandemic or Epidemic

LAST UPDATED: May 31, 2022

February 2022; January 2022; September 2021; July 2020

APPENDICES:

- Appendix 1: Visitor Screening Form
 - Appendix 2: Attestation for Visitors at the Glen Stor Dun Lodge
 - Appendix 3: Essential Family Caregiver Testing Tracking Card
 - Appendix 4: Essential Family Caregiver Assessment Worksheet
 - Appendix 5: Approved Essential Family Caregiver List, list for Screener
 - Appendix 6: Essential Family Caregiver Designation: Parental/Guardian Consent Form
 - Appendix 7: Tracking Sheet for Palliative, End-Of-Life Visitors
 - Appendix 8: IPAC Essential Family Caregiver Package
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RELATED AND SUPPLEMENTAL POLICIES:

- RC-02-01-06 Visitor Policy
- RC-02-01-01 Zero Tolerance of Resident Abuse and Neglect
- RC 02-01-05 Supervised Visitation

POLICY

Glen Stor Dun Lodge will ensure visitors have access to residents that respects residents' rights. Glen Stor Dun Lodge wishes to respect every resident's right to receive visitors under their Bill of Rights, while ensuring the safety of the Home. Visit access will be subject to applicable legislation, imposed limitations due to any emergency situation, or other identified health and safety risks.

Glen Stor Dun Lodge will follow province-specific directives and implement risk mitigation strategies to ensure a safe and secure home which includes the management of visitors. Risk mitigation strategies are intended to address and balance the following:

- The protection and safety of residents, visitors and staff;
- The well-being of residents when allowing visitations from families/friends to reduce any potential negative impacts related to social isolation; and
- Equitable access whereby all individuals seeking to visit a resident will be given, where possible, equitable visitation access, consistent with resident preference and with reasonable restrictions that safeguard residents.

Glen Stor Dun Lodge is required to follow the Ministry of Health COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units most up-to-date document. Within this document, a visitor policy is required for outbreak, pandemic and epidemic times.

BACKGROUND

The Visitor Policy is meant to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the support they need and maintaining their physical, mental social and emotional well-being and their quality of life.

Recognizing the critical role visitors often have in the care and support of residents, it has been recommended that long-term care homes create processes to permit visitors access to provide companionship and/or assist with activities requiring one-on-one direction. The goal is to help high-risk residents who are missing care previously provided by a caregiver.

Types of Visitors

Essential Family Caregiver

Essential Family Caregivers are distinguished from general visitors in that they provide an essential caregiving service(s) for a resident; related to activities of daily living and/or behaviour/emotional support needs. All essential family caregivers must complete an infection control course prior to being accepted under this status and will adhere to infection prevention and control measures and policies set out by the Home while visiting (if cannot complete online, are provided with physical copies (*Appendix 8*). In Ontario, Essential Family Caregiver means:

- A) A caregiver
- B) A support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents
- C) A person visiting a very ill resident for compassionate reasons, including, but not limited to, hospice, palliative, or end-of-life care
- D) A government inspector with a statutory right to enter a long-term care home to carry out their duties.

General Visitor

General Visitors are individuals who are not essential and are visiting to provide non-essential services related to either the operations of the Home or a particular resident. General Visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring a Home. In Ontario, General Visitors mean an individual who:

- A) Is a family member or friend of a resident or a person of importance to the resident
- B) Is able to comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act

- C) Provides forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether paid or unpaid basis
- D) Is designated by the resident or the residents legal designate
- E) In the case of an individual under 16 years of age, has approval from a parent or legal guardian to be a designated visitor.

PROCEDURE

Restrictions During Outbreaks, or Isolation of a Resident

When Glen Stor Dun Lodge is deemed in a outbreak status, or an individual resident is isolating, only visitors under the Essential Family Caregiver status are allowed to visit as they have obtained additional infection control course training for their caregiver role.

Recognizing there are some who want to support more than one resident, in the event of an outbreak, Essential Family Caregivers may support two (2) residents who are COVID-19 positive, provided Glen Stor Dun Lodge obtains consent from all involved residents or designate.

General Visitors are not permitted: when a home or area of home is in outbreak, to visit an isolating resident, or when the Public Health Unit directs so. General Visitors are a visitor type in non-outbreak settings.

In cases where the Public Health Unit directs a Home in respect to the number of visitors permitted, the Home must follow the direction of the Public Health Unit.

Glen Stor Dun Lodge does have authorization to implement visitor regulations for both indoor and outdoor visitations during outbreak, pandemic and resident isolation circumstances.

LICENSEE (GLEN STOR DUN LODGE):

1. Ensure staff are aware of and follow any provincial and/or jurisdictional directives and guidelines as well as any policies on the management of visits.
2. Consider the following when providing visitor access:
 - a. Areas where visits can be held, both inside and outside
 - b. Assigning an escort for visitors, when indicated (See Supervised Visits policy)
 - c. Access to chairs, where required
 - d. Access to shade in the outdoor areas, where required
 - e. Any required cleaning/disinfecting

FAMILY SERVICES SUPERVISOR (FSS):

1. Will receive written requests from the resident of Glen Stor Dun Lodge, or their substitute decision-maker to designate an Essential Family Caregiver to visit under the resident's name. Will keep record of these designations.
2. FSS will determine that the designated caregiver is fulfilling an essential need and must be at least 16-years of age. If not, will obtain consent from the minor's parent/guardian (*see Appendix 6*).
3. FSS will provide guidance from Public Health Ontario resources to designated Essential Family Caregivers that supports IPAC and PPE education and training, including PPE donning/doffing and hand hygiene. Training will be completed using online platform and Essential Family Caregivers must provide proof of completion certificate to FSS prior to visiting. FSS will also ensure essential family caregivers review their infection control and PPE training monthly.
4. FSS will provide the Visitor Policy During Resident Isolation, Outbreak, Pandemic or Epidemic for their records.
5. FSS will approve Essential Family Caregiver once requirements completed and mark on Essential Family Caregiver Assessment Worksheet (*Appendix 4*).
6. FSS will update Approved Essential Family Caregiver list for Screener (*Appendix 5*).
7. FSS will ensure visits are documented by the Screener using the Visitor Screening Form (*Appendix 1*). FSS maintains at least the last 30-days of visitor logs as provided by the Screener at the end of each day. Homes must maintain visitor logs of all visits to the home. The visitor logs must include, at minimum, the name and contact information of the visitor, time and date of the visit, and the purpose of the visit (i.e. name of resident visited). These records must be kept for a period of at least 30-days and be readily available to the local public health unit for contact tracing purposes upon request.
8. Follow any provincial and/or jurisdictional specific directives and guidelines related to managing visitations. Ensure processes are in place to screen (active and/or passive) visitors when provincially directed to do so, and communicate the same directives to the residents of Glen Stor Dun Lodge and their designates.

SCREENERS:

1. Will actively screen essential caregivers and document on the visitor log using Appendix 1. Will ensure the essential family caregiver verbally attests, in the last 10-days to have not visited: a self-isolating/symptomatic resident, or another LTC home in outbreak setting.
2. Will ensure that the Essential Family Caregiver follows the current Home's policies for frequency of surveillance testing, vaccination status and number of visitors for indoor and outdoor visits.
3. Will ensure that the Essential Family Caregiver completes the Attestation for Visitors at the Glen Stor Dun Lodge (*Appendix 2*).

4. Will provide the essential caregiver with an identification badge and PPE. Will assist visitors who are unable to put on or remove PPE independently.
5. Allow unrestricted access to visits for residents who are at end-of-life, or for other extraneous circumstances, and follow directives as determined by the provincial directives. Will have these visitors sign “Tracking Sheet for Palliative, End-of-Life Visitors” (Appendix 7).
6. Will ensure the return of the identification badge as the caregiver leaves the building.
7. Providing the FSS with the visitor logs at the end of each day for record keeping.

ESSENTIAL FAMILY CAREGIVERS:

1. Report to the Screener to complete the visitor screening questionnaire.
2. Maintain Glen Stor Dun Lodge’s up-to-date regulations regarding surveillance testing, vaccination status, visitor maximums, and PPE requirements.
3. Maintain hand hygiene during visit and abide by PPE usage.
4. Complete the Attestation for Visitors at the Glen Stor Dun Lodge (Appendix 2).
5. Wear the caregiver identification badge provided and return badge to the screener upon leaving.
6. Review infection control and PPE instructions monthly, as provided by Family Services Supervisor upon approval.
7. Should not visit any other long-term care home for 10-days after visiting another: resident who is self-isolating or another long-term care home in outbreak.

REFERENCE

COVID-19 guidance document for long-term care homes in Ontario. Ministry of Long-Term Care (2022).

Retrieved from April 25, 2022

[COVID-19 guidance document for long-term care homes in Ontario | ontario.ca](#)

Directive #3 for Long-Term Care Homes under the Fixing Long-Term Care Act, 2021

Retrieved from May 3, 2022

[COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007 \(gov.on.ca\)](#)

Ontario’s Ministry of Health and Long-Term Care

[Ontario Ministry of Health and Long-Term Care \(gov.on.ca\)](#)

Ontario’s Fixing Long Term Care Act, 2021

[Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1 \(ontario.ca\)](#)

Ontario Regulation 246/22 made under the Fixing Long-Term Care Act, 2021

[O. Reg. 246/22: GENERAL \(ontario.ca\)](#)

Public Health Ontario PPE, Hand Hygiene Resources

<https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>

https://www.publichealthontario.ca/-/media/Documents/J/2009/jcyh-handwash.pdf?la=en&sc_lang=en&hash=5A5A17D05B5A2297014EFCC50356EBD7

https://www.publichealthontario.ca/-/media/Documents/J/2009/jcyh-handrub.pdf?la=en&sc_lang=en&hash=0B37E24DCF3EA9C5C443CF0A8FE372D1