

Shepherd Village Inc.	Policy No.: PP8
Section: INFECTION CONTROL	Page No.: 1 of 15
Subject: VISITOR POLICY DURING COVID-19 PANDEMIC	Approved By: Director, Client Care Services
Supersedes date: June 24, 2020	Effective date: November 20, 2020

POLICY:

Effective October 7, 2020 Shepherd Lodge revised the indoor visitation procedures to adhere to the MOLTC Directive #3 new visitation policy during the COVID-19 pandemic. Caregivers should consider their personal health and susceptibility to the virus in determining whether visiting a Long Term Care Home is appropriate. Where it is not possible or advisable for in-person visits, the Home will continue to provide virtual visiting options. For the protection of our residents and staff, please follow the directions of this policy. If at any time a guest fails to follow these rules, we will discontinue the visit and future visits may be suspended.

This means that we must ensure visiting procedures supports the rights of our residents and can be sustained in a way that also maintains the protection of all residents and staff in our Long Term Care Home over the longer term. This policy will be reassessed and revised to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within the residence and with new directives. The local public health unit will provide direction on visitors to the home, depending on the specific situation.

Guiding Principles

Safety: Any approach to visiting in the residence 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, through reducing any potential negative impacts related to social isolation.

Equitable Access: All individuals seeking to visit a resident be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

Flexibility: Any approach to visiting in the residence must consider 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.

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DEFINITIONS FOR:

A) TYPES OF VISITOR DEFINITIONS:

Essential Visitor(s) as defined below:

Are persons performing essential support services (e.g., support workers and caregivers, food delivery, government inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident.

Essential visitors are the only type of visitor permitted if a resident is self-isolating, symptomatic or if the home is in outbreak.

Support Worker(s):

Is a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the Home. A support worker include but not limited to, Physicians, Nurse Practitioners, Speech Language Pathologist(SL), Psychogeriatric Outreach Program Nurse(POP), Pharmacist, Chiropodist, Maintenance workers or a person delivering food, provided they are not staff of the LTC home as defined in the LTCHA.

Caregiver(s):

A Caregiver is 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). Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.

- a. Caregivers must be at least 18 years of age.
- b. A maximum of 2 caregivers may be designated per resident at a time.
- c. The designation should be made in writing to the home. Shepherd Village will keep a record of all caregiver designations.
- d. The decision to designate an individual as a caregiver is entirely the responsibility of the resident and/or their substitute decision-maker and not Shepherd Village.
- e. A resident and/or their substitute decision-maker may change a designation in response to a change in the:
 - Resident's care needs that are reflected in the plan of care.

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- Availability of a designated caregiver, either temporary (e.g., illness) or permanent.
- f. According to Public Health persons/caregivers that test positive for COVID-19 must isolate for ten (10) if they are not exhibiting symptoms. They must follow Public Health guidance on when visits/activities can be resumed.

To designate a Caregiver

Phone	Shepherd Lodge at 416-609-5700 ext. 208
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General Visitor(s): All General visits are suspended until further notice

A general visitor is a person who is not an essential visitor and is visiting:

- a. To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or, for social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity
- b. A maximum of 1 general visitors per resident may visit at a time, subject to direction from the local public health unit, provided that the resident is not self-isolating or symptomatic; and, the home is not in an outbreak.

General visitors younger than 14 years of age should be accompanied by an adult and must follow all applicable infection prevention and control (IPAC) precautions that are in place at the home.

General Visiting Community Hall protocol - suspended

Monday	2 nd & 3 rd floors
Tuesday	7 th floor
Wednesday	4 th floor
Thursday	6 th floor
Friday	5 th floor

In order to facilitate as many families and friends as possible to see a resident, booking systems and associated time restrictions have been developed.

Visiting hours are Monday to Friday 09:30a.m. to 04:30p.m.

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- To schedule an appointment please contact: Shepherd Lodge at 416-278-1550 or madolphus@shepherdvillage.org
- Visitors must never remove or touch their mask once it is on for the duration of your stay at Shepherd Lodge.
- If the appointment has to be cancelled due to factors out of Shepherd Lodge control then virtual visits can be arranged.

B) PROTOCOLS:

Caregiver Protocol:

Designation	Written designation from Resident/ Substitute Decision Maker
Time	Daily seven days a week between the hours of 11:30a.m to 06:30p.m. For a maximum of two (2) hours.
Number of Caregivers	Maximum (1) one caregiver per resident at a time
Access Areas	Residents Room Only
Type of Care	Bathing, Toileting, Feeding, Grooming, Dressing, Oral care, Turning and positioning, mobility, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making

Described Tasks Include:

Feeding	Lunch, dinner and snacks
Grooming	Nail care (with the exception of residents who have a diagnosis of diabetes), hair grooming, dressing, applying glasses or hearing aids, clean wheelchair etc.
Oral Care	Assist with putting on dentures, brushing teeth or flossing and rinse resident's mouth after meals
Emotional and Social Support	cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making

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General Visitors Protocol: suspended

Time	Availability of time is between the hours of 09:30a.m. to 04:00p.m.(see time slots on pg.3) By appointment, based on availability and space to ensure physical distancing.
Number of visitors	Maximum (2) two visitors per resident at a time
Access Areas	Community Hall for Indoor visits

Additional Ways to Connect:

- Virtual visits such as Skype and Facetime
- Telephone calls

Training Requirements:

Infection Prevention and Control measures/practices (Appendix 1). Feeding and Dining Experience, Personal Protective Equipment (PPE) ON & OFF and Hand Hygiene Videos. See links below (you may also access these links on our website, shepherdvillage.org):

- <https://youtu.be/8bqbpRlpn9s>
- <https://www.publichealthontario.ca/en/videos/ipac-handwash>
- <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
- <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

A review of the Plan of Care and Kardex with the Caregiver will be provided by staff on an as needed basis.

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C) PROCEDURES:

The resident and/or Substitute Decision Maker must designate in writing to the Home two (2) caregivers per resident who are at least 18 years of age and older. (See appendix 2)

Support Workers must attest that they have tested negative for COVID-19 in the past week and not subsequently tested positive prior to visiting. Shepherd Village is not required to provide the testing. In an emergency situation the Home may grant access without attestation for a negative COVID-19 test result.

General Visitors and Caregivers must attest that:

1. They have tested negative for COVID-19 in the past week and verbally attest that they have not subsequently tested positive prior to visiting.
2. And in the last 7 days, have not visited another Resident who is self-isolating or symptomatic, and/or the Home is in an outbreak.

RULES:

- a) Visitors are advised to perform self-screening at home prior to visiting a resident.

If you have at least one of the following symptoms: fever and/or new onset of cough or difficulty breathing or at least two of the following symptoms:

- chills
- fatigue
- headache
- sore throat
- runny nose
- red eye
- stuffy or congested nose
- lost sense of taste or smell
- hoarse voice
- difficulty swallowing
- digestive issues (nausea/vomiting, diarrhea, stomach pain), or

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- for young children and infants: sluggishness or lack of appetite. You should contact your health care provider or Telehealth Ontario at (1-866-797-0000).
- b) Visitors must arrive 15 minutes prior to their scheduled appointment to the screening area located in the Community Hall or the Residents Room.
 - c) Visitors must pass an active screening questionnaire, if a visitor answers YES to any of the questions they will be denied visiting rights.
 - d) Comply with Shepherd Lodge's infection, prevention and control (IPAC) protocols, including proper donning and doffing of Personal Protective Equipment (refer to training video links).
 - e) Visitors must use a face covering if the visit is outdoors. If the visit is indoors, a surgical/procedure mask must be worn at all times.
 - f) If the Home is not able to provide surgical/procedure masks, no visitors will be permitted inside the Home.
 - g) Essential visitors who are provided with PPE from their employer, may enter the Home.
 - h) Visitors are responsible for bringing their own face covering for outdoor visits.
 - i) Visitors must only visit the one resident they are intending to visit, and no other resident. If a visitor wishes to visit more than one resident, a separate visit must be scheduled.
 - j) Appendices number 1 to 6 in the visitation package must be reviewed and filled out **prior** to your first visitation appointment then subsequently monthly.
 - k) Staff will clean and disinfect the visiting area after each visit.
 - l) You have read and understood the required training and will read and re-read the Visitor policy on a monthly basis.

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- m) Provide proof of a negative COVID-19 test result in the past week and verbally attest that you have not subsequently tested positive prior to visiting.

Shepherd Lodge will supply surgical/procedure masks to indoor visitors. Outdoor visitors who do not have a face covering Shepherd Lodge may provide supply surgical/procedure masks.

Any non-adherence to the above rules could result in a discontinuation of visits for the non-compliant visitor.

Designated Visiting Areas:

A designated area is an area set aside by the home where visits between residents and visitor(s) are to occur during the COVID -19 pandemic. Designated areas are put in place to allow for safe interactions between residents and visitors that minimize the risk of infection and that allow for physical distancing requirements of two (2) meters.

- Shepherd Lodge Indoors visiting area is located in the Community Hall (**suspended until further notice**). Scheduled visiting hours are Monday to Friday 09:30am to 04:30pm
- Outdoor visiting area is located in the Covered Parking area. This location is now closed for Fall/Winter due to cold weather.

E) NON-COMPLIANCE:

Approach to dealing with non-adherence to this policy:

1. All Visitors will be made aware of this visitation policy.
2. Any Visitors found to not be following the visitation process outlined in this policy will be immediately notified and asked to follow the process.
3. If a Visitors do not follow the process they will be asked to leave Shepherd Village.
4. Instances of non-adherence to this policy will be reviewed by the Director of Care or designate and will follow up by phone with the visitor to further discuss the concern.
5. The Director of Care or designate will document in the resident's record any discussions held with Visitors regarding non adherence to this policy.
6. The Home can at its discretion discontinue visits when Visitors do not follow this policy.

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F) OUTCOME:

1. Residents will have the opportunity to receive visitors on a weekly basis and receive support from their designated caregivers during the COVID-19 Pandemic period.
2. Each resident will have one Family or Private Caregiver.

ADDITIONAL REFERENCES:

1. Public Health Ontario
2. Ministry of Long Term Care and Ministry of Health Emergency Directives
3. COTA – Australia
4. Ontario Health
5. RNAO
6. COVID 19 Test Centre Locations:
<https://covid-19.ontario.ca/assessment-centre-locations/>
7. Update to Long-Term Care Homes
8. Appendices 1 to 6

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APPENDIX 1

CAREGIVER GUIDELINES

1. All Caregivers prior to attending your visit, must provide proof of a negative COVID 19 test result in the past week and verbally attest that that you have not subsequently tested positive prior to visiting.
2. You have a printed a copy of your most recent COVID 19 negative test result
3. You have called the Unit Nurse prior to your visit to ensure your loved one is not on Isolation Precautions
4. You have read and understood the required training monthly as set out in the policy(you may access these links on our website shepherdvillage.org):
 - a. IPAC Education Pamphlet
 - b. How to wash your hand video
 - c. Putting on Full Personal Protective Equipment video
 - d. Taking off Full Personal Protective Equipment video
 - e. Safe Meal Intake video
5. You must follow the Infection, Prevention and Control measures
6. Shepherd Village has received your caregiver designation form
7. You understand that you will be screened for COVID 19 once you arrive at the Village main entrance
8. You will read and re-read the Visitor Policy and viewed the education videos on a monthly basis
9. Once you have completed your visit you must immediately leave Shepherd Village
10. You have gathered the following documents and ensured it is fully completed prior to going to your initial visit:
 1. Caregiver Guidelines
 2. Attestation Form
 3. Caregivers Designation form
 4. Self-screening Form
 5. Visiting Your Loved One in the time of COVID-19
 6. Safe Meal intake Form
12. Mask **MUST** be worn for the duration of your visit
13. Any nonadherence to these rules will be the basis for discontinuation of your visits
14. You have read and understood the Caregiver Rules document and will complete on a monthly basis

Print Name: _____ Date & Time: _____

Print Resident Name & Unit number: _____

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APPENDIX 2

Caregiver's Designation Form

Resident Name: _____ **Rm #:** _____ **Date:** _____

Designation by (Name): _____ **Relationship:** _____

Caregiver Name: _____ **Phone #:** _____

List Care Services that will be provided for the resident by the above named caregiver:

Specify Visit time (optional): Start time: _____ End Time: _____

Specify Day of the week: Mon Tue Wed Thru Fri Sat Sun

I understand that caregiver will:

- Proof of a Negative COVID -19 test result on weekly basis (every 7 days)
- Attestation to have NOT visited another LTC Home within 7 days
- Will provide support ONLY to one resident at a time on one Resident Home Area (RHA)
- Will complete education on COVID related material provided in Shepherdvillage.org website/policy
- Will adhere to Public Health guidance if/when the Home is in outbreak
- Will comply with Shepherd Village infection, prevention and Control (IPAC) protocols, including proper use of masks

I, Resident/POA Name: _____ **understand that non-adherences to the above requirements will result in the discontinuation of the services.**

Office Use Only

Received by (Name): _____

Signature: _____ Date: _____



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APPENDIX 3

Visitor Self-Screening Form

Print Visitor Name:

Date & Time of Visit:

Print Resident Name:

1. Do you have a fever (temperature of 37.8C or greater)? Yes No

2. Are you experiencing ANY of the following symptoms?

New or worsening cough Yes No

Shortness of breath Yes No

Sore throat Yes No

Runny nose or sneezing Yes No

Nasal congestion Yes No

Hoarse voice Yes No

Difficulty swallowing Yes No

New smell or taste disorder(s) Yes No

Nausea/vomiting, diarrhea, abdominal pain Yes No

Unexplained fatigue/malaise Yes No

Chills Yes No

Headache Yes No

Pink Eye Yes No

3. Have you travelled or had close contact with anyone that has travelled in the past 14 days? Yes No

4. Have you had close contact with anyone with respiratory illness or a confirmed or probable case of COVID-19? Yes No

5. Have you visited another Long Term Care Home?

If you answered "YES" to any of the above questions, please contact:

Shepherd Lodge at:	416-609-5700 ext. 208
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AND contact your care provider, or Telehealth Ontario (1-866-797-0000)

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APPENDIX 4

Things to remember:

- ✓ Check with your home regarding what gifts or items you can bring, if any.
- ✓ Minimize jewelry, accessories e.g. purses (you may want to leave your coat in the car). The fewer items you bring, the lower the risk of virus transfer.
- ✓ Should you bring a cell phone, it may be wiped down with a disinfectant.
- ✓ Avoid touching your face, eyes or ears or adjusting your glasses during your visit.
- ✓ Ensure long hair is tied back.



How to handwash




Lather hands for 15 seconds

Lather hands for 15 seconds

JUST CLEAN YOUR HANDS



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Visiting Your Loved One in the time of COVID-19



Understanding:

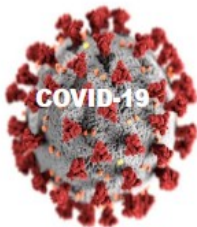




- ❖ COVID-19 restrictions
- ❖ what to expect when visiting your loved one
- ❖ your responsibilities as a visitor

JUNE 11, 2020

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APPENDIX 5

 <p>COVID-19</p> <p>COVID-19 is a very contagious illness. It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.</p> <p>It is important to consider the safest way to begin visits again. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.</p>	<p>What to expect regarding your visit:</p> <ul style="list-style-type: none"> ❖ Contact the home to schedule your visit. ❖ You will be screened at your visit. This may involve taking your temperature and answering questions. ❖ You may receive a badge to wear. ❖ You will be asked to wear Personal Protective Equipment such as a mask, and maybe a gown and shoe covers. ❖ You will be asked to use hand sanitizer . Please follow directions given on proper technique. (steps 1-7 from How to hand wash- see back page) ❖ Your visit may be supervised.   <p>the spread of GERMS</p>	 <p>Your responsibilities as a visitor:</p> <ul style="list-style-type: none"> ❖ Respect the guidelines that have been put in place. Please ask if you do not understand them. ❖ Answer the screening questions honestly. ❖ Your visit is limited to your loved one, no other residents. ❖ Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone. 
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APPENDIX 6

SAFE MEAL INTAKE

Caregiver should:

1. Practice good hand hygiene, rub/wash your hands for 20 seconds
2. Wear your caregiver badge and ensure visibility at all times while in the building
3. Keep your mask on while in the building and do not touch the mask
4. Always use a teaspoon when assisting to feed a resident
5. Signs & symptoms of choking/aspiration: watery eyes/drooling, wet gurgly voice/noise, coughing or throat clearing
6. Ensure the resident's preference of food or drink is provided
7. Offer the resident second choices
8. Do not stand over the resident while feeding him/her
9. You must sit on a chair at the resident's level to feed him/her
10. Ensure that clothing covering is provided to the resident at each meal
11. Ensure the resident chew and swallow his/her food before offering another spoonful
12. If resident is sitting in a wheelchair sit upright at 90 degrees, in bed sit at 60 degrees while eating
13. The resident must remain sitting at 90/60 degrees for 30 minutes after each meal
14. Ensure the residents mouth is clear of any food particles
15. Remember to place scraps of foods in the proper container and utensils are not placed with food scraps or with clothing covering.
16. Do not place utensils with clothing covering, ensure it remains on the tray

Name of Caregiver: _____ Floor: _____ Date: _____