

Enhanced Infection Control Practices COVID-19 Pandemic & Safety Plan Updated: February 7, 2022

This is a comprehensive document that outlines the most current enhanced infection control practices that we have implemented during the COVID-19 Pandemic. It is a fluid document subject to change.

Section 19: Safe Visitation

POLICY STATEMENT

Belvedere Heights recognizes that being able to connect with friends and family is essential to a resident's emotional health and well-being. This visiting policy is guided by the following principles:

Safety – Any approach to visiting must balance 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 by reducing any potential negative impacts related to social isolation.

Equitable Access – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.

Flexibility – The physical/infrastructure characteristics of the home, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies.

Equality – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a LTC home is appropriate.

A self-assessment should be completed by all visitors and if experiencing any symptoms (new or worsening) then the visitor should remain at home. Belvedere Heights will continue to provide virtual visiting opportunities for those people who are unwell and unable to visit.

Types of visitors:

Not considered visitors:

Long-term care home staff (as defined under the Act), volunteers, and student placements are not considered visitors as their access to the Home is determined by the home. Government inspectors are essential visitors; however, they are not subject to the same requirements with respect to the Home's visitor policy. Infants under the age of one are not considered visitors and are excluded from testing and vaccination requirements.

Essential Visitors are defined as including a person visiting the Home to meet an essential need related to the operations of the Home or residents that could not be adequately met if the person does not visit the Home. Only two essential visitors per resident are allowed to come into the Home at any given time.

Essential visitors are the only type of visitors allowed when there is an outbreak in the Home or area of the Home or when a resident has failed screening, is symptomatic or in isolation. If the resident is on isolation precautions, only one essential visitor is allowed to visit at a time.

There are four types of essential visitors:

- People visiting very ill or palliative residents who are receiving end-of-life care for compassionate reasons, hospice services, etc.
- Government inspectors who have a statutory right to enter the Home to carry out their duties must be granted entry. Examples of government inspectors include inspectors under the *Long-Term Care Homes Act, 2007*, the *Health Protection and Promotion Act*, the *Electricity Act, 1998*, the *Technical Standards and Safety Act, 2000*, and the *Occupational Health and Safety Act*.
- Support workers are persons who visit a home to support the critical operations of the Home or to provide essential services to residents. These include but are not limited to:
 - Assessment, diagnostic, intervention/rehabilitation, and counseling services for residents by regulated health professionals such as physicians and nurse practitioners
 - Assistive Devices Program vendors – for example, home oxygen therapy vendors
 - Moving a resident in or out of the Home
 - Social work services
 - Legal services
 - Post-mortem services
 - Emergency services (eg. EMS, fire department)
 - Maintenance services such as those required to ensure structural integrity of the Home and functionality of the Home's HVAC, mechanical, electrical,

plumbing and services related to exterior grounds and winter property maintenance

- Food/nutrition and water/drink delivery
- Canada Post mail services and other couriers
- Election officials/workers

Caregivers are 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 meet the needs of the resident. Direct care includes providing support/assistance to a resident that includes providing direct physical support (ie. feeding, mobility, personal hygiene) **and/or** social and emotional support (ie. cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

Examples of caregivers may include:

- Friends and family members who provide meaningful connection
- A privately hired caregiver
- Paid companions
- Translator

Designating a caregiver:

- Caregivers must be designated and at least 16 years of age.
- Effective **February 7, 2022**, the number of designated caregivers per resident may increase from 2 to 4. However, a maximum of **2** visitors may visit indoors at a time. **(Note: caregivers who were designated prior to December 15, 2021 may continue to be designated as a caregiver even if this means the resident has more than four designated caregivers).**
- A resident and/or their substitute decision-maker may change a designation in response to a change in the resident's care needs that is reflected in the plan of care or availability of a designated caregiver, either temporary (for example, illness) or permanent.
- A resident and/or their substitute decision-maker may not continuously change a designation in order to increase the number of people able to enter the Home.
- All caregivers newly designated are required to be fully vaccinated in order to enter the Home.
- Homes may not require scheduling, or restrict the length or frequency, of visits by caregivers. However, in the case where a resident resides in an area of the Home that is in outbreak, is symptomatic or isolating under additional precautions, only one caregiver may visit 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 and/or a Home in an outbreak.
- The decision to designate an individual as a caregiver is the responsibility of the resident or their substitute decision-maker and not the Home. The designation should be made in writing to the home. Homes should have a procedure for documenting caregiver designations.

- **New:** Recognizing there are caregivers who want to volunteer to support more than one resident, in the event of an outbreak, caregivers may support up to two residents who are COVID-19 positive, provided the Home obtains consent from all involved resident (or their SDMs). Caregivers may also support more than one resident in non-outbreak situations, with the same expectation regarding resident consent.
- The Home has created safe opportunities for caregivers who are fully vaccinated to spend time with residents in areas outside the resident's room including the lounge, walking in hallways (without going outdoors) and outdoor gardens and patios as weather permits.
- A caregiver should not visit any other home for 14 days after visiting another resident who is self-isolating including those experiencing symptoms of COVID-19 and are being assessed and/or a home or area of a home affected by an outbreak.

General Visitors are persons who are 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,
- b) To provide non-essential services related to the operations of the Home which may include personal care services, entertainment or individuals touring the Home.
- c) 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.
 - General visitors younger than 14 years of age must be accompanied by an adult who is at least 18 years of age and must follow all applicable public health measures that are in place at the home (e.g. active screening, physical distancing, hand hygiene, masking for source control).
 - Children under the age of 1 are not counted as a visitor, regardless of whether the visit is indoors or outdoors, and are excluded from testing and vaccination requirements.
 - No general visitors are permitted if the resident is symptomatic or isolating under droplet and contact precautions or reside in an area of the Home that is in an outbreak. This applies to both indoor and outdoor visits.

Access to the Home:

No visitor/caregiver can enter the Home if they have not provided proof of having received at least a first dose of COVID-19 vaccine, and as of February 21, 2022, they must have received two of the required doses to be able to continue accessing the Home. Any caregiver who is designated after **December 15, 2021**, is required to be fully vaccinated to enter the home. *Exemptions will only be approved for end-of-life care, or emergency situations, and must be approved by either the Director of Care, Charge Nurse or Administrator.*

Caregivers who were eligible on or before **December 31, 2021** must provide proof of having received a **third** dose by **March 14, 2022**. For those eligible for a third dose on or after March

14, 2022, they must provide proof of having received a third dose within 30 days of being eligible.

Visitors who are not fully vaccinated will be supported to connect with their loved one via alternative means such as window visits, Skype visits and outdoor visits.

ONLY essential visitors are allowed in the home when a resident is self-isolating or symptomatic, or the home is in an outbreak.

Additionally, the local public health unit may provide direction and/or restrictions on visitors to the home, depending on the specific situation. All visitors to the home are required to follow public health measures (e.g., active screening, physical distancing, hand hygiene, masking for source control) for the duration of their visit in the home.

Screening & Rapid Testing

The screening requirements in Directive #3 apply to all types of visitors:

- All Visitors be actively screened for symptoms and exposure history for COVID-19 prior to being allowed to visit the resident, regardless of whether the visit is indoors or outdoors.
- Effective December 20, 2022: All visitors must have a Rapid Antigen Test completed and receive a negative result prior to beginning their visit or entering the home areas.
- ALL visitors will also be required to demonstrate proof of complete vaccination to enter the home (Please refer to Access to the Home above for vaccination requirements). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Nurse Manager or Administrator.
- Anyone showing symptoms of COVID-19 must not be allowed to enter the home or visit outdoors with the resident and must be advised to go home immediately to self-isolate and be encouraged to be tested

Visitor Requirements effective as of January 19, 2022:

Visitors	Requirements		
	Fully Vaccinated	Not fully vaccinated	Outbreak / Resident in Quarantine
Essential Caregiver Max 4 designated per resident (unless previously designated). Only allowed 2 caregivers per visit. If the resident is symptomatic or isolating, only one caregiver may visit at a time.	May have physical contact with resident May support in dining room, join in activities	<u>NOT</u> permitted on home areas. Visit to be booked in advance and held in family visitation room.	May support in resident's room / quarantine room (1 per visit)

<p>Caregivers who were eligible on or before December 31, 2021 must provide proof of having received a third dose by March 14, 2022. For those eligible for a third dose on or after March 14, 2022, they must provide proof of having received a third dose within 30 days of being eligible.</p> <p>Max 2 per resident at a time (unless in outbreak or quarantine)</p> <p>Masks required at all times.</p> <p>Eating and drinking not permitted.</p>	<p>Must be screened and tested to enter home</p>	<p>Must be screened and tested prior to scheduled visit.</p>	
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Visitors	Requirements		
	Fully Vaccinated	Not fully vaccinated	Outbreak / Resident in Quarantine
NON-ESSENTIAL GENERAL VISITOR	NEW: Not permitted, unless visiting a resident receiving end of life care.		

Essential Visitor: Palliative Care / End of Life Visitors

Procedure for Scheduling Visits

1. Charge Nurse/RN may approve essential visits for Residents who are receiving end of life care. Validation for Palliative Care/End of Life provided in consultation with DOC/designate if appropriate.
2. Charge Nurse/RN will record in the Resident Appointment Calendar the following details:
 - Resident Name
 - Visitors Name

- Visitors Phone Number
 - Highlight in Purple
3. Visitor will need to arrive 15 minutes prior to visit to be screened.
 4. Once screened the visitor will be guided to dedicated waiting room area, Screener will call Charge Nurse/RN to escort them to the resident's room.
 5. Charge Nurse/RN will provide visitor with Visitor Education package and review with visitor.
 6. Visitor may visit in the Resident Room
 7. Only 2 visitors may visit the resident at one time.

****Strongly encouraged for Partially-Immunized or Non-Immunized Palliative Care Visitors to complete Rapid Antigen Testing if rapid antigen testing area is open. Charge Nurses may use their discretion.**

Essential Visitor Caregivers:

Procedure for Designating an Essential Caregiver

1. Visitors who wish to be designated as Caregivers are to contact DOC or Designate (doc@belvedereheights.com) to communicate their request.
2. DOC or Designate will arrange a virtual meeting with the Visitor and complete the Essential Caregiver Designation Form (see appendix).
3. DOC or Designate will review terms of visit and sign off on the completion of Essential Caregiver Attestation Form. This is required once ONLY per Caregiver.

4. DOC or Designate will provide Caregiver with the following Public Health Ontario Resources (See Visitor Education Package):
 - Home's Policy for Safe Visits
 - Guidance Document: Physical distancing
 - Guidance Document: Respiratory Etiquette
 - Guidance document: Providing Direct Care Safely
 - Guidance document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE): <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
 - Video entitled Putting on Full Personal Protective Equipment: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
 - Video entitled Taking off Full Personal Protective Equipment: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
 - Video entitled How to Hand Wash: <https://www.publichealthontario.ca/en/videos/ipac-handwash>
5. Visitor will be added to the Essential Caregiver Visitation Screener Binder with the Resident's name.
6. Visitors will be required to pass screening, provide proof of vaccination and Rapid Antigen Testing at each visit.
7. IF the VISIT is specifically related to Assisting with Meals, the DOC/or designate will add the following information to the Resident Appointment Calendar:
 - Resident Name,
 - Visitors Name,
 - Visitors Phone Number and
 - Highlight in YELLOW.

DOC or designate will complete a green Dietary form and will submit to the Dietary Office.

Essential Visitors: Support Worker

Procedure for Scheduling Visits

1. Support Workers must have their appointment date, time arranged through the DOC and/or Manager responsible for their attendance at the Home. Home staff making these arrangements should notify the Screener to the details of the visit.
2. Support Workers must pass screening, provide proof of vaccination and complete Rapid Antigen Testing prior to each visit and sign the Support Worker Attestation. Support workers will be asked to wait in the swab room until their negative results are received (if applicable). If the support worker is found to be fully vaccinated and their rapid antigen test is negative, they may proceed to the

resident's room and are not required to complete the Indoor Visitor attestation. For Emergency Visits ONLY – this can be waived (for Manager and/or DOC to determine).

3. After November 15/21: Partially Immunized or Non-immunized Support Workers will not be allowed entry into the home. For Emergency Visits ONLY – this can be waived (for Manager and/or DOC to determine).

General Visitors

Effective December 30/21 General visitors are not permitted to visit indoors or outdoors with residents.

General visitors are encouraged to call ext 2224 to arrange a skype or window visit with their loved one.

Screener's duties:

1. Ask ALL Visitors to complete Visitor Agreement – file in visitor binder once completed.
2. Provide visitors with the IPC education package.
3. Screen all visitors using the Active Screening questionnaire. If they fail – call RN at ext 2332
4. Request proof of immunization.
5. Guide Visitor to Rapid Testing Area for testing prior to visit.
6. Record name and contact information on Visitor daily log.

Student/Faculty Placements

Procedure for Attending Belvedere Heights

1. Partially immunized or Non-immunized students will not be permitted entry.
2. Students will complete Rapid Antigen Testing at the same frequency as staff testing
3. Students must be screened in by the screener and pass the screening questions
4. Students must bring their uniform to work, change in and out of the uniform (as per staff policy).
5. Students are to respect that they are visitors to the Home and are to remain on their assigned units for the entire course of their placement. (Changes to this must be approved by the DOC and discussed with the educational institution).
6. Student groups must be attended/accompanied by faculty/clinical supervisors at all times when in the Home.

Volunteers:

Procedure for Attending Belvedere Heights

1. Volunteers will contact Betty-Jo Peltomaki, Program Manager at 705-774-7320 or email pgmmgr@belvedereheights.com to arrange the approval process to become a volunteer within Belvedere Heights.
2. Volunteers must be Fully Immunized in order to gain access into the building.
3. All volunteers must demonstrate proof of their vaccination status prior to being approved as a volunteer.
4. List of these approved volunteers will be made available at the screening desk.
5. Volunteers must be screened in by the screener and pass the screening questions.
6. Volunteers must complete a rapid antigen test at each visit
7. Volunteers will complete the required education upon start date/orientation and annually, as outlined by Belvedere Heights.
8. Upon completion of the required Volunteer Orientation Checklist, the Belvedere Heights Volunteer Policies Signature form must be signed.
9. Volunteers are to follow the cohorting measures in place at Belvedere Heights and to remain on their assigned area within the Home for the entirety of their shift.
10. Program Staff will escort volunteers to and from their designated areas within the building.

Volunteer Orientation/Training Check List

Topic	Received information or copy of policy	Date
Resident Bill of Rights		
Belvedere Heights Mission Statement		
Prevention of Abuse/Neglect Policy		
Duty to make mandatory reports		
Whistle blowing protection		
Fire safety (what to do)		
Emergency procedure and codes		
Infection prevention and control		
Health and safety		
Workplace violence program		
Workplace harassment		
Reporting incidents/accidents		
Wheelchair/walker safety		
Tour-Door codes/home area security		
Resident call system		
Resident sign out sheets		
Volunteer limitations		
General responsibilities		
Customer service accessibility		

Signature of Volunteer: _____ Date: _____

Signature of
Volunteer Coordinator: _____ Date: _____



Belvedere Heights

Community Support Services Residences Long Term Care

I, _____ (print name)
Have read and understood the policies and general
information provided as part of my orientation for
volunteer service at Belvedere Heights.

Volunteer Signature: _____

Date: _____

Volunteer Coordinator:



Belvedere Heights

Community Support Services Residences Long Term Care

Date: _____

Training: Access Forward: Customer Service
Accessibility Training Module

I, _____ (print name)
have read and understood the documents and
information provided

Volunteer Signature: _____

Responding to Non-Adherence by Visitors

Belvedere Heights recognizes that visits are critical to supporting a resident's care needs and emotional well-being.

All efforts will be made to ensure visitors have the proper knowledge and resources to support safe, successful visits within the home.

The impact of discontinuing visits on the resident's clinical and emotional well-being will be considered and steps will be taken to ensure that measures are proportionate to the severity of the nonadherence.

Policy:

Belvedere Heights reserves the right to end a visit by any visitor who repeatedly fails to adhere to the Home's visitor policy, provided:

- The Home has explained the applicable requirement(s) to the visitor;
- The visitor has the resources to adhere to the requirement(s) (e.g., there is sufficient space to physically distance, the Home has supplied the PPE and demonstrated how to correctly put on PPE, etc.); and
- The visitor has been given sufficient time to adhere to the requirement(s).

Procedure:

1. All Visitors will be provided with a copy of the Home's visitor policy.
2. Visitors will be provided with an opportunity to review the visitor policy and related Visitor Education with a member of the staff prior to first visit.
3. In instances of repeated failure to follow the terms for safe visits the following will be implemented:
 - DOC or designate will arrange meeting with the visitor.
 - Terms of visitation and areas of concerns will be reviewed.
 - Strategies and alternatives to promote safe visits will be considered.
 - Plan will be documented and a copy will be kept in the Visitation Binder (Charge Nurse/RN copy)
 - The plan will contain at a minimum:
 - Outline efforts that have been made to maintain safety and support the visitor to adhere to terms of visit
 - Stipulate the length of prohibition
 - Clearly identify what requirements the visitor should meet before visits may be resumed (e.g. reviewing the Home's visitor policy, reviewing specific Public Health Ontario resources, etc.);
4. If further non-compliance is noted, visitation will be suspended. The visitor will receive in writing the rationale for discontinuation and specific education/ training the visitor may need to complete before visiting the Home again.

Where the Home has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker may need to designate an alternate individual as caregiver to help meet the resident's care needs.

**Essential Caregiver Designation Form
To be completed prior to First visit only**

Caregiver Name: _____ Resident Name: _____ Date: _____

Resident Need (check all that apply):

Assistance with personal hygiene		Assistance with feeding		Assistance with mobility		Cognitive Stimulation	
Communication		Meaningful Connection		Relational Continuity		Decision Making	

Other: _____

Item	Staff Initial	Caregiver initial
Terms of Visit have been reviewed with Caregiver		
Caregiver has been provided with Visitation Education Package and commits to reviewing monthly?		
Caregiver has been provided with Visitation Policy and commits to reviewing monthly?		
Terms for discontinuing visits have been reviewed with Caregiver?		

Staff Signature: _____ Date: _____

Visitor Agreement

Essential Caregivers, Support Workers, Palliative or Emergency Visitors, Students

To be signed at each visit

Effective December 30/21: General visitors are not permitted to visit indoors or outdoors.

Visitor Name: _____ Resident Name: _____ Date of Visit: _____
Visitor Contact Number: _____

By signing below I am confirming the following:

<p>1. I have received training on the following:</p> <ul style="list-style-type: none">➤ Respiratory (cough) etiquette,➤ Safe Physical Distancing,➤ Putting on and taking off PPE➤ Hand hygiene <p style="text-align: center;">Provide visitor with education package at every visit.</p>
<p>2. I have reviewed the Home's Visitor policy in the past 4 weeks. (included in visitor education package)</p>
<p>3. I understand that I must wear a mask at all times when in the home and follow additional posted precautions as appropriate (ex: if Resident is in self-isolation or symptomatic). If signage is posted on the resident's door, please check with registered staff prior to entry.</p>
<p>4. I am consenting to have my Rapid Antigen Test performed and reviewed at Belvedere Heights daily (<i>optional for Palliative Visitors and Emergency Visitors</i>).</p> <p>I understand the following:</p> <p>If my Rapid Test is positive; I understand that this is a preliminary test and I will be referred to the Assessment Centre for further testing.</p> <p>I will not be able to enter Belvedere Heights until I provide a Negative COVID-19 PCR test.</p> <p>Once I am permitted to re-enter the home, I will resume DAILY Rapid Antigen Testing</p>
<p>5. If signing for someone other than myself, I confirm that I am the parent/legal guardian or substitute decision maker.</p>

Terms of Visit

There is a limit of 2 Indoor visitors per visit. Residents in Isolation may only have 1 Essential Visitor or Palliative Care Visitor at a time.
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Failure to follow the Visitation terms may result in cancellation of the visit.
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If signing for someone other than yourself, indicate your relationship to that other person: _____

Visitor Signature: _____