

Enhanced Infection Control Practices COVID-19 Pandemic & Safety Plan Updated: October 13 2021

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

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 licensee. Government inspectors are essential visitors; however, they are not subject to the same requirements with respect to the homes' visitor policy. Children under the age of two are not considered visitors.

Essential Visitors are defined as including 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. Government inspectors are essential visitors under Directive #3; however, they are not subject to this policy. Essential Visitors include **Support Workers** and **Caregivers**.

Essential visitors are the only type of visitors allowed when a resident is self-isolating or symptomatic, or the home is in an outbreak. During an outbreak, and/or a suspected or confirmed case of COVID-19, the local public health unit will provide direction on visitors to the home, depending on the specific situation.

Support workers are a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home. Examples of support workers include physicians, nurse practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC home as defined in the LTCHA

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 the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

- Caregivers must be at least 18 years of age.
- There is no limit to the number of designated caregivers per resident. However, a maximum of **4** visitors may visit indoors at a time. If the home is in outbreak or resident is self-isolating or symptomatic only one caregiver may be permitted to 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.
- Homes may **not** require scheduling, or restrict the length or frequency, of visits by caregivers.
- The designation should be made in writing to the home. Homes should have a procedure for documenting caregiver designations. The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker and not the home.
- Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.

General Visitors are 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,
- b) 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.
 - A maximum of **10** general visitors per resident may visit outdoors at a time, based on scheduling with the homes
 - A maximum of **4** Visitors may visit indoors at a time.
 - General visitors younger than 14 years of age must be accompanied by an adult 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 2 are not counted as a visitor, regardless of whether the visit is indoors or outdoors.
 - 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:

*Effective November 15, 2021, **all visitors** will also be required to demonstrate proof of complete vaccination to enter the home (Second vaccine administered over 14 days prior to entry). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Charge Nurse or Administrator.*

After November 15/21; 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. In addition, a Family Visitation Room will be available near the main entrance of the home to support in-person visits for unvaccinated visitors. The terms of use of the Family Visitation room will include:

- *All visits must be booked 48 hours in advance*
- *The Family Visitation room will be available Wednesdays from 0900-1700*
- *Visitors must complete and pass antigen testing prior to visiting with their loved one*
- *Visitors must wear a procedural mask and eye protection at all times for the duration of the visit*
- *Visitor must maintain 2 meters Physical distance for the duration of the visit*
- *A maximum of 2 visitors will be allowed to visit with the Resident in the family visitation room at a time.*

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

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
- Until November 14/21: For indoor visits, ALL partially or Non-Immunized visitors must also demonstrate that they have received a negative antigen test on the day of the visit. They are not permitted to proceed to the resident until the result is confirmed.
- After November 15/21: ALL visitors will also be required to demonstrate proof of complete vaccination to enter the home (Second vaccine administered over 14 days prior to entry). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Charge Nurse 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

Rapid Testing Frequency

All visitors must demonstrate proof of their vaccination status at every visit.

Fully Immunized visitors do not require COVID-19 antigen testing however may be subject to randomized testing at the discretion of the Home.

All Partially or Non-Immunized Essential Caregivers, Support Workers and General Visitors:

- Will be tested at the frequency prescribed in the table below for INDOOR VISITS ONLY

October 15/21 -November 15/21: Testing will be available on Mondays, Wednesdays and Fridays from 0900-1700.

| Criteria | Essential Caregivers | Support Workers | General Visitors | Students |
|--------------------------|---|-----------------|------------------|----------|
| Testing Frequency | ➤ Must complete an Antigen Test on the “day of” visit regardless of how many times at the home in a week. | | | |
| LTCH is not | ➤ Tests must be performed, and results received prior to contact | | | |

| | |
|---|---|
| in outbreak and individual is not symptomatic | with residents. Visitors will be asked to wait in the Testing Area until results are obtained |
|---|---|

After November 15/21: Testing will be available on Wednesdays from 0900-1700.

| Criteria | Essential Caregivers | Support Workers | General Visitors | Students |
|---|---|-----------------|------------------|----------|
| Testing Frequency LTCH is not in outbreak and individual is not symptomatic | <ul style="list-style-type: none"> ➤ ALL visitors will also be required to demonstrate proof of complete vaccination to enter the home (Second vaccine administered over 14 days prior to entry). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Charge Nurse or Administrator. ➤ Must complete an Antigen Test when attending scheduled visit in designated visitation area (Family Visitation Room) ➤ Tests must be performed, and results received prior to contact with residents. Visitors will be asked to wait in the Testing Area until results are obtained | | | |

Visitor Requirements effective July 16-November 14 2021

| Requirements | | Fully Immunized | Partial / Unimmunized | Outbreak / Resident in Isolation |
|---|--------------------------------------|--|---|--|
| Visitors <i>Masks required at all times</i> <i>Max 4 Indoor Visitors</i> <i>Max 10 Outdoor Visitors</i> | Essential Care Giver | May have physical contact, including for non-care related reasons with fully immunized resident. May support in dining room, or join in activity Rapid Antigen testing is not required | Physical distancing 2m required when not providing direct care, however brief physical contact (hugs) are permitted Unable to join in dining room/ activities Must participate in Rapid Antigen Testing for indoor visits | May support in resident's room / isolation room (1 per visit) Must wear eye protection when providing direct care |
| | Non Essential General Visitor | Close contact with fully immunized resident allowed. May visit in Resident's Room or designated outdoor area Rapid Antigen Testing is not | Physical distancing 2m required however brief physical contact (hugs) are permitted Must Participate in Rapid Antigen Testing for indoor visits | Not permitted unless resident in area unaffected by outbreak |

| | | | | |
|--|-------------------------|--|---|---------------|
| | | required Must be scheduled in advance | Must be scheduled in advance | |
| | Outdoor Visitors | Close contact with fully immunized resident allowed. No eye protection required Surveillance testing is not required Must be scheduled in advance | Physical distancing 2m required however brief physical contact (hugs) are permitted Must be scheduled in advance | Not permitted |

Visitor Requirements After November 15 2021

| Requirements | | Fully Immunized | Partial / Unimmunized | Outbreak / Resident in Isolation |
|------------------------------------|-----------------------------|---|--|---|
| Visitors | Essential Care Giver | <p>May have physical contact, including for non-care related reasons with fully immunized resident.</p> <p>May support in dining room, or join in activity</p> <p>Rapid Antigen testing is not required</p> | <p>Must complete an Antigen Test when attending scheduled visit in designated visitation area (Family Visitation Room)</p> <p>Tests must be performed, and results received prior to contact with residents. Visitors will be asked to wait in the Testing Area until results are obtained</p> <p><i>All visits must be booked 48 hours in advance</i></p> <p><i>The Family Visitation room will be available Wednesdays from 0900-1700</i></p> <p><i>Visitors must complete and pass antigen testing prior to visiting with their loved one</i></p> <p><i>Visitors must wear a procedural mask and eye protection at all times for the duration</i></p> | <p>May support in resident's room / isolation room (1 per visit)</p> <p>Must wear eye protection when providing direct care</p> |
| <i>Masks required at all times</i> | | | | |
| <i>Max 4 Indoor Visitors</i> | | | | |
| <i>Max 10 Outdoor Visitors</i> | | | | |

| | | | | |
|--|---|---|--|---|
| | | | <p><i>of the visit</i></p> <p><i>Visitor must maintain 2 meters Physical distance for the duration of the visit</i></p> <p><i>A maximum of 2 visitors will be allowed to visit with the Resident in the family visitation room at a time.</i></p> | |
| | <p>Non Essential General Visitor</p> | <p>Close contact with fully immunized resident allowed.</p> <p>May visit in Resident's Room or designated outdoor area</p> <p>Rapid Antigen Testing is not required</p> <p>Must be scheduled in advance</p> | <p>Must complete an Antigen Test when attending scheduled visit in designated visitation area (Family Visitation Room)</p> <p>Tests must be performed, and results received prior to contact with residents. Visitors will be asked to wait in the Testing Area until results are obtained</p> <p><i>All visits must be booked 48 hours in advance</i></p> <p><i>The Family Visitation room will be available Wednesdays from 0900-1700</i></p> <p><i>Visitors must complete and pass antigen testing prior to visiting with their loved one</i></p> <p><i>Visitors must wear a procedural mask and eye protection at all times for the duration of the visit</i></p> <p><i>Visitor must maintain 2 meters Physical distance for the duration of the visit</i></p> <p><i>A maximum of 2 visitors will be allowed to visit with the</i></p> | <p>Not permitted unless resident in area unaffected by outbreak</p> |

| | | | | |
|--|-------------------------|--|--|---------------|
| | | | <i>Resident in the family visitation room at a time.</i> | |
| | Outdoor Visitors | <p>Close contact with fully immunized resident allowed.</p> <p>No eye protection required Surveillance testing is not required</p> <p>Must be scheduled in advance</p> | <p>Physical distancing 2m required however brief physical contact (hugs) are permitted</p> <p>Must be scheduled in advance</p> | Not permitted |

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 (café) 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, Dining Room (if fully vaccinated) or Designated outdoor area and must wear all appropriate PPE.
7. Only 4 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 Scheduling Visits

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 Caregiver Visitation Screener Binder with the Resident's name.
6. *Effective November 15, 2021, **all visitors** will also be required to demonstrate proof of complete vaccination to enter the home (Second vaccine administered over 14 days prior to entry). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Charge Nurse or Administrator.*
 - *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. In addition, a Family Visitation Room will be available near the main entrance of the home to support in-person visits for unvaccinated visitors. The terms of use of the Family Visitation room will include:*
 - *All visits must be booked 48 hours in advance*
 - *The Family Visitation room will be available Wednesdays from 0900-1700*

- *Visitors must complete and pass antigen testing prior to visiting with their loved one*
 - *Visitors must wear a procedural mask and eye protection at all times for the duration of the visit*
 - *Visitor must maintain 2 meters Physical distance for the duration of the visit*
 - *A maximum of 2 visitors will be allowed to visit with the Resident in the family visitation room at a time.*
7. Visitors will be required to pass screening at each visit.
8. 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. Partially-Immunized or Non-immunized Support Workers must complete Rapid Antigen Testing prior to each visit. Partially-Immunized or Non-immunized Support workers will be asked to wait in the Testing Area until their negative results are received. 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).
4. Upon entrance to the home, the Support Worker must pass Screening.
5. Partially-Immunized or Non-immunized Support Workers must also sign the Indoor Visitor Agreement (see appendix) and will be asked to wait in the café.
6. The Screener will notify the applicable home staff to attend to the Café to escort the Support Worker to their destination.

7. At the end of the Visit, staff will accompany Support Workers to the Screening desk to be screened out.

General Visitors OUTDOORS

Brief hugs permitted regardless of immunization status – Physical distance of two metres must be maintained between general visitors and residents. However, brief hugs are permitted between all residents and visitors regardless of immunization status.

Where both the resident and visitor are fully immunized, close physical contact, including handholding, is permitted!

Procedure for Scheduling Visits

1. Visitor will contact Betty-Jo Peltomaki Program Manager at 705-774-7320 or email pgmmgr@belvedereheights.com to arrange a time and date for a visit. Program Manager or designate will provide use the Resident Appointment calendar with the following information:
 - a. Name of Visitor
 - b. Resident Visiting
 - c. Time and Date of Visit
 - d. Highlight in Blue
2. For outdoor visits, general visitors are not allowed beyond entry points / areas in homes and do **not** need to undergo rapid antigen tests as their visit will be outdoors.
3. Visitor will need to arrive 15 minutes prior to visit to be screened. Once screened the visitor can wait outside for the Resident.
4. Visit will be recorded in the Outdoor Visitor Log. No signed attestation / agreement is required for outdoor visitors.
5. A Maximum of 10 General Visitors (including essential caregivers /visitors) may visit with Residents outdoors.
6. General visitors are not permitted to visit residents outdoors if the resident is symptomatic or isolating under Droplet and Contact precautions. General visitors are not permitted to visit a resident indoors if the entire home is in outbreak or the resident is symptomatic or isolating under Droplet and Contact precautions.

7. Children under the age of two years do not count towards the general visitor maximum.
8. All visitors must wear a mask or face covering that covers their mouth, nose and chin at all times. Residents should also be masked, where tolerated.
9. General Visitors who fail screening will not be permitted to visit. Alternatives may be arranged for those who fail screening such as skype or window visits.

Screener's duties:

1. Screen General visitor using the Active Screening questionnaire. If they pass – ask to wait outside. If they fail – call RN at ext 2332
2. Provide general visitor with the IPC education package.
3. Call recreation x 2224 to let them know that the general visitor has arrived
4. Record name and contact information on Outdoor Visitor Visitation log.

General Visitors INDOORS

Procedure for Scheduling Visits

1. Visitor will contact Betty-Jo Peltomaki Program Manager at 705-774-7320 or email pgmmgr@belvedereheights.com to arrange a time and date for a visit. Program Manager or designate will provide use the Resident Appointment calendar with the following information:
 - a. Name of Visitor
 - b. Resident Visiting
 - c. Time and Date of Visit
 - d. Highlight in Blue
2. Four Visitors may visit indoors at a time.
3. Indoor General Visitors will be screened at the main entrance.
4. Partially-Immunized or Non-immunized Indoor General Visitors must complete Rapid Antigen Testing before visiting Resident.
5. **Until November 14/21:** Indoor General Visitors must be actively screened and undergo rapid antigen testing. General visitors may visit in Resident Rooms.
9. **After November 15/21: all visitors will also be required to demonstrate proof of complete vaccination to enter the home (Second vaccine administered over 14 days prior to entry). Exemptions will only be approved for palliative, or emergency situations, and must be approved by either the Director of Care, Charge Nurse or Administrator.**
 - **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. In addition, a Family Visitation Room will be available near the main entrance of the home to support in-person visits for unvaccinated visitors. The terms of use of the Family Visitation room will include:**
 - **All visits must be booked 48 hours in advance**
 - **The Family Visitation room will be available Wednesdays from 0900-1700**
 - **Visitors must complete and pass antigen testing prior to visiting with their loved one**
 - **Visitors must wear a procedural mask and eye protection at all times for the duration of the visit**
 - **Visitor must maintain 2 meters Physical distance for the duration of the visit**

- *A maximum of 2 visitors will be allowed to visit with the Resident in the family visitation room at a time.*

Screener’s duties:

1. Ask Partially-Immunized or Non-immunized General visitor to complete Indoor Visitor Agreement – file in general visitor binder once completed.
2. Provide general visitor with the IPC education package.
3. Screen General visitor using the Active Screening questionnaire. If they pass – ask to wait outside. If they fail – call RN at ext 2332
4. Guide Partially-Immunized or Non-immunized General Visitor to Rapid Testing Area for testing prior to visit.
5. Call recreation x 2224 to let them know that the general visitor has arrived
6. Record name and contact information on Indoor visitor visitation log.

Student/Faculty Placements

Procedure for Attending Belvedere Heights

1. Students are pre-identified by the educational institution and pre-approved by the Director of Care prior to acceptance and admission to Belvedere Heights. List of these visitors will be made available at the screening desk and added to the screener calendar.
2. **Until November 14/21:** Partially-Immunized or Non-immunized Students will complete Rapid Antigen testing at the same frequency as staff testing:

| Number of shifts worked/scheduled | Testing Frequency |
|---|---|
| <ul style="list-style-type: none"> • More than 2 shifts per week | <ul style="list-style-type: none"> • 3 tests per week (preferably on non-consecutive days) |
| <ul style="list-style-type: none"> • 1 shift or less per week | <ul style="list-style-type: none"> • Must be tested on every shift worked/scheduled |

3. Students must be screened in by the screener and pass the screening questions
4. Partially-Immunized or Non-immunized Students must sign the Indoor Visitor Attestation form AT EACH VISIT.
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.
7. After November 15/21: Partially-Immunized or Non-immunized Students will no longer be allowed into 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 will complete the required education upon start date/orientation and annually, as outlined by Belvedere Heights.
7. Upon completion of the required Volunteer Orientation Checklist, the Belvedere Heights Volunteer Policies Signature form must be signed.

8. 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.
9. Program Staff will escort volunteers to and from their designated areas within the building.

Screener's duties:

1. Screen Volunteer using the Active Screening questionnaire. If they pass, ask them to wait for Recreation staff to be contacted to come meet them. If they fail, call Charge Nurse at ext 2332.
2. Call recreation at ext 2224 to let them know the volunteer has arrived.
3. Record name and contact information on the Indoor visitor visitation log.
4. Provide volunteer with a gown to wear if they will be assisting on a home area.

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 recognize 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 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 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 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: _____

**Indoor Visitor Agreement for Partially or Non-Immunized
Essential Caregivers, Indoor General Visitors, Support Workers, Palliative or
Emergency Visitors, Students
*To be signed at each visit***

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

By signing below I am confirming the following:

| |
|---|
| 1. I am not experiencing any of the typical and atypical symptoms of COVID-19 |
| 2. I have not visited another Resident who is self-isolating or symptomatic. |
| 3. I have not visited another home that is in an outbreak. |
| 4. I have received training on the following: <ul style="list-style-type: none"> ➤ How to safely provide direct care, Respiratory (cough) etiquette, Safe Physical Distancing, Putting on and taking off PPE, Hand hygiene |
| 5. I have reviewed the Home's Visitor policy in the past 4 weeks. |
| 6. 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>): |
| 7. I understand the following: <ul style="list-style-type: none"> • 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. • I will not be able to enter Belvedere Heights until I provide a Negative COVID-19 PCR test. • Once I am permitted to re-enter the home, I will resume DAILY Rapid Antigen Testing |
| 8. If signing for someone other than myself, I confirm that I am the parent/legal guardian or substitute decision maker. |

Terms of Visit

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| General Visitors may visit in the Resident Room or Designated outdoor area and must wear all appropriate PPE. |
| Fully Immunized Essential Visitors may also visit in the Dining room and attend Resident Social Programs |
| Support Workers and Students will be supervised by a member of the team |
| There is a limit of 4 Indoor visitors per visit. Residents in Isolation may only have 1 Essential |

Visitor or Palliative Care Visitor at a time.

Indoor Visitors 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)

No outside items may be given directly to the Resident (please provide to screener for appropriate disinfection and safe storage).

GENERAL VISITORS: Brief hugs permitted regardless of immunization status – Physical distance of two metres must be maintained between general visitors and residents, however brief hugs are permitted between all residents and visitors regardless of immunization status. Where both the resident and visitor are fully immunized, close physical contact, including handholding, is permitted!

Failure to follow the Visitation terms may result in cancellation of the visit.

If signing for someone other than yourself, indicate your relationship to that other person: _____

Visitor Signature: _____