

COVID-19 VISITOR & RESIDENT ABSENCE POLICY

Revised September 8, 2020

On June 18th, 2020, Delmanor began a careful, phased approach to the resumption of visitors and permitting resident absences as a result of the COVID-19 pandemic. All visitors are instructed to adhere to the requirements set out in this policy to ensure the health and safety of all residents, employees and visitors, and allow for the continuity of visits that support the mental, physical and spiritual needs of residents for their quality of life while also supporting residents in receiving the care they need and maintaining their emotional well-being.

This policy complies with current ministry requirements per Directive #3 (rev. August 28, 2020) The rules in the policy are in addition to the requirements established in the Retirement Homes Act, 2010 and its regulation (O. Reg 166/11).

Delmanor's visitor policy will be reassessed and revised to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within each Delmanor building and with any new Directive in relation to COVID-19.

There is an ongoing need to protect our residents and employees from the risk of COVID-19, particularly as some residents are more susceptible to more severe effects of COVID-19 than the general population. This visitor policy is guided by the following principles:

Safety: Any approach to visiting a resident must balance the health and safety needs of all residents, employees, other essential 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 building, staffing availability, and the current requirement for personal protective equipment (PPE) are all variables to being able to safely manage visitors. It is with compassion that we recognize the need for residents' connection with loved ones, and it is through in-person visits that this can be best achieved. We will take all reasonable steps to help facilitate visits, but there may be times when we cannot accommodate all requests.

PRIOR TO EACH VISIT, VISITORS MUST:

- Pre-arrange their visit with Concierge, to allow for appropriate physical distancing and staffing coverage. Please call at least 24-48 hours in advance of any planned visit.
- Pass active screening every time they are on the premises or entering the building, and also attest that they are not experiencing any of the typical or atypical symptoms of COVID-19.
- If they do not pass the screening they will not be allowed to visit.
- Comply with Delmanor's strict infection and prevention control protocols (IPAC), including physical distancing, respiratory etiquette, hand hygiene, and follow the proper use of PPE.
- The visitor must only visit the intended resident and not stop to visit other residents.
- Visitors must wear a mask at all times for both indoor and outdoor visits. A cloth mask is acceptable for outdoor visits only. Visitors are responsible for bringing their own surgical mask for indoor visits, or they can purchase one at Concierge.
- For outdoor visits, a maximum of **two visitors from the same household are permitted**, unless approved in advance and you must be from the same family household.
- For indoor visits in a designated area, **only one visitor is permitted**, unless approved in advance.
- In order to visit, Delmanor must NOT be in outbreak status. An outbreak is declared if **one** resident OR team member tests positive for COVID-19.
- Provided Delmanor is not in outbreak and all other requirements are met under Directive #3 and the MSAA Reopening Retirement Homes, Delmanor will continue to carry out a staggered approach to the number of visits during the COVID-19 pandemic. The number of visitors per resident, per day, will be determined by each Delmanor community.
- If a Delmanor community goes into outbreak or the resident is self-isolating or symptomatic, non-essential visits are not allowed, and only essential visitors are allowed. The frequency and duration of visits will be limited for essential visitors while Delmanor is in outbreak.
- All visitors must practice physical distancing, respiratory etiquette, hand hygiene, and follow the residence's infection prevention and control practices (IPAC) and proper use of PPE.
- Delmanor is not responsible for providing COVID testing for visitors.
- Any non-adherence to these rules could be the basis for discontinuation of visits.

TOUR REQUIREMENTS

In-person tours of Delmanor to prospective residents may take place if Delmanor is not in outbreak. The tour group should be limited to the prospective resident or couple, plus one other individual (e.g., accompanying family member or close friend). All tour participants are subject to the general visitor requirements such as active screening and wearing a mask. Delmanor will make reasonable efforts to ensure that the tour route is restricted in a manner that minimizes potential contact with residents as much as possible.

RESIDENT ABSENCES

Residents are currently permitted to leave Delmanor for visits with friends/family, shopping, dental appointments, etc.) Overnight absences are also permitted, but the resident will be on 14 days of “enhanced precautions” upon their return from any overnight family visits/trips. Please review the enhanced precautions/restrictions regarding overnight absences with the Health & Wellness Manager, prior to departure and with your expected date of return.

- In order for residents to leave the building for non-essential visits or overnight trips, Delmanor must NOT be in outbreak. An outbreak is declared if **one** resident OR team member tests positive for COVID-19. If an outbreak is declared, residents will only be permitted to leave the building for essential medical appointments.
- Residents must wear a face covering (mask) while out in the community.
- Residents are required to maintain safe distancing of **6 feet** whenever possible.
- Any non-adherence to this policy could be the basis for discontinuation of resident absences.