

UPDATED COVID-19 VISITOR & RESIDENT ABSENCE POLICY

Effective October 13th, 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.

Delmanor's visitor policy will be reassessed and revised as necessary to allow for increased or decreased restrictions, 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.

Types of Visitors

All visitors are responsible for adhering to applicable directives including Directive #3, MSAA guidelines and Delmanor's visitor policy. Visitors should consider their personal health and susceptibility to the virus in determining whether visiting the residence is appropriate. Outlined below are the three types of visitors.

Note: Delmanor employees and volunteers are not considered visitors as their access is determined by the licensee.

1. Essential Visitors		2. General Visitor	3. Personal Care Service Provider
A. Support Worker	B. Caregiver		
<p>A support worker is a type of essential visitor who is brought into Delmanor when there are gaps in services to perform essential services for Delmanor or by a resident directly.</p> <p>Examples of support workers include:</p> <ul style="list-style-type: none"> • Regulated health care professionals under the <i>Regulated Health Professions Act, 1991</i> (e.g., physicians, nurse practitioners); • Contract workers hired by Delmanor or LHIN care services, including home care providers (e.g., nursing care, physiotherapy, occupational therapy, social workers); • Maintenance workers; • Private housekeepers; and • Food delivery. <p>Support workers do not include Delmanor staff.</p>	<p>A caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker and visits 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). The caregiver must attest to having a COVID-19 test within the last 14 days.</p> <p>A maximum of 2 caregivers may be <u>designated</u> per resident. The caregiver designation form is available from the Health & Wellness Dept.</p> <p>A maximum of 2 caregivers per resident may visit at a time where:</p> <ul style="list-style-type: none"> • Delmanor has not been identified under Alert or High Alert status, Delmanor is not in an outbreak, and the resident is not self-isolating or symptomatic. <p>A maximum of 1 caregiver may visit <i>at a time</i> where Delmanor has been identified under Alert or High Alert status, or Delmanor is in an outbreak, or the resident is self-isolating or symptomatic. (Note: Does not have to be the same 1 designated person during an outbreak or High Alert. Can alternate with the 2nd designated caregiver on another day. (Example – Daughter Jane visits on Monday and son John visits on Tuesday.)</p> <p>In order to minimize infection spread, a resident and/or their SDM should be encouraged to change the designation of their caregivers in <u>limited circumstances</u>, including</p> <ol style="list-style-type: none"> 1.) A change in the resident’s care needs that is reflected in the plan of care; and/or 2.) A change in the availability of a designated caregiver, either temporary (e.g., illness) or permanent. 	<p>A maximum of 2 general visitors per resident at a time may visit that resident provided:</p> <ul style="list-style-type: none"> • The resident is not self-isolating or symptomatic; • Delmanor is in a community that has not been identified under Alert or High Alert status; and • Delmanor is not in an outbreak. <p>A maximum of 1 general visitor (designated by the resident) at a time may visit that resident if Delmanor is located in a community that has been identified under Alert status.</p> <p>General visitors also include prospective residents and their families touring the building. The same rules and restrictions apply as described above.</p>	<p>A personal care service provider is a person who is not an essential visitor and visits to provide non-essential personal services to residents such as: massage services, independently hired hair dressing, nail care services.</p> <p>A maximum of 1 PCSP per resident at a time may visit that resident provided:</p> <ul style="list-style-type: none"> • The resident is not self-isolating or symptomatic; • Delmanor is located in a community that has not been identified under Alert or High Alert status; and • Delmanor is not in an outbreak. <p>PCSPs are not permitted to provide service to the resident during an outbreak or if the Delmanor location has been identified under Alert or High Alert status and may not visit residents that are self-isolating or symptomatic. For social reasons (e.g., family members or friends); and/or</p>

When the local Public Health unit (PHU) declares an outbreak, they may also advise further restrictions, depending on the specific situation.

If an outbreak is declared or Delmanor is in a community identified under Alert or High Alert status, the local PHU may recommend additional outbreak management control measures which may include restriction of essential visitors.

The RHRA in collaboration with the MSA will identify if Delmanor requires additional actions due to:

- Widespread transmission in the community (Alert Status); or
- Widespread transmission and infection spread within the retirement home/long term care sector in the community (High Alert).

Delmanor will be notified by the RHRA if they are in Alert or High Alert status. Delmanor will also advise residents and families of an Alert or High Alerts status.

IMPORTANT INFORMATION TO NOTE PRIOR TO EACH VISIT:

1. 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.
2. All Visitors **must schedule their visits in advance**, for Delmanor to properly manage the number of visitors in the building each day.
3. **Designated Caregivers must attest to having a COVID-19 test conducted within the past 14 days.** (Tests can be conducted at Pharmacies by appointment only.) <https://covid-19.ontario.ca/covid-19-test-and-testing-location-information>
4. Pass active screening every time they are on the premises or entering the building, and 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.
5. 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.
6. The visitor must only visit the intended resident and not stop to visit other residents.
7. Visitors must always wear a mask 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.
8. For indoor and outdoor visits, a maximum of **2 visitors is permitted**. Must not be in outbreak status.
9. No in-suite visits are permitted at this time unless visitor is deemed an essential visitor (i.e. support worker or designated caregiver.)
10. Delmanor is not responsible for providing COVID testing for visitors.
11. Any non-adherence to these rules could be the basis for discontinuation of visits.

NOTE: Residents who are self-isolating for 14 days under Droplet and Contact precautions **may not** receive general visitors. Delmanor will allow residents who are **not** self-isolating to receive general visitors and personal care service providers, provided Delmanor is **not** in an outbreak or located in a community confirmed to be in High Alert status by the RHRA.

Provided Delmanor is not in outbreak and all other requirements are met under Directive #3 and the MSAA Visitor guidelines, Delmanor will continue to carry out a staggered approach to the number of visits during the COVID-19 pandemic. The number of visitors per day, will be determined by each Delmanor community

TOURS

In-person tours of Delmanor to prospective residents may take place, unless Delmanor is in an 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 surgical 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 of a non-essential nature are still permitted but is strongly discouraged due to rising COVID cases in the province. If the resident chooses to leave the building for an overnight trip, they will automatically be placed on **14 days isolation** upon their return (CMO Directive #3). Please advise the Health & Wellness Manager or General Manager of any planned overnight absences, prior to departure and your expected date of return.

In order for residents to leave the building for non-essential shopping trips, family visits or overnight excursions, 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.