

COVID-19 VISITOR & RESIDENT ABSENCE POLICY

Updated June 12th, 2021

All visitors are instructed to adhere to the requirements set out in this policy to ensure the health and safety of all residents, employees, volunteers 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. This policy complies with current ministry requirements per [Directive #3](#) and the [Reopening Ontario, \(A Flexible Response to COVID-19\) Act, 2020](#), applicable legislation and regulations, and is guided by the policies of the Ministry for Seniors and Accessibility (MSAA) and the Retirement Homes Regulatory Authority (RHRA), including the [Retirement Homes Policy to Implement Directive #3](#).

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.

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.

Mental Health and Emotional Well-being: Allowing visitors, resident absences, and activities is intended to support the overall physical, mental and emotional wellbeing of residents by reducing any potential negative impacts related to social isolation.

Equitable Access: All residents must be given equitable access to receive visitors and participate in activities consistent with their preferences and within restrictions that safeguard residents, employees and visitors.

Autonomy: Residents have the right to choose their visitors. Residents also have the right to designate their caregivers. If a resident is unable to do so, substitute decision-maker(s) may designate caregivers.

Visitor Responsibility: Visitors have a crucial role to play in reducing risk of infection for the safety of residents and employees by adhering to visitor policy requirements related to screening, IPAC and PPE and any precautions described in this policy.

Types of Visitors

All visitors are responsible for adhering to applicable directives including Directive #3, MSAAG 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 in the chart below are the three types of visitors.**

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

1. Essential Visitors		2. General Visitor	3. Personal Care Service Provider
A. Support Worker	B. Essential 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 contracted to the resident. (LHIN).</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., PSW, nursing care, physiotherapy, occupational therapy, social workers); • Maintenance workers; • Food delivery. <p>Support workers do not include Delmanor employees.</p>	<p>A caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker (SDM) and visits to provide direct care to the resident (e.g., feeding, help with mobility, assistance with personal hygiene, cognitive stimulation, communication and assistance in decision-making).</p> <p>The caregiver must provide proof of a COVID-19 negative test within the last fourteen (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 unless Delmanor is in an outbreak, than only 1 caregiver visit at a time is permitted, unless the resident is palliative.</p>	<p>A maximum of 4 general visitors per resident at a time may visit that resident (outdoors or in common area or the resident suite) Provided:</p> <ul style="list-style-type: none"> • The resident is not self-isolating or symptomatic; • Delmanor is not in an outbreak. <p>Indoor visits require proof of a PCR test every 14 days. A PCR test is NOT required for outdoor visits.</p> <p>General visitors also include prospective residents touring and their families. Resident & max. of 2 family members. They will be accompanied at all times by a Delmanor employee and can only tour in targeted (controlled) areas; and only if Delmanor is not in outbreak status.</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, 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 not in an outbreak. <p>PCSPs are not permitted to provide service to the resident during an outbreak or if Delmanor has been identified as being in an Orange, Red or Grey (lockdown) zone.</p>

IMPORTANT: 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, the local PHU may recommend additional outbreak management control measures which may include restriction of essential visitors.

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

- **Widespread transmission in the community at large or;**
- **Widespread transmission and infection spread within the retirement home or long-term care sector within the community.**

IMPORTANT INFORMATION TO NOTE PRIOR TO EACH VISIT:

1. For any general visitor to visit, Delmanor must NOT be in outbreak status. (An outbreak will likely be declared if two or more residents OR team members tests positive for COVID-19.)
2. All General Visitors **must schedule their visits in advance**, for Delmanor to properly manage the number of visitors in the building each day.
3. **Essential Caregivers must have a COVID-19 negative test within the past 14 days and show proof when being screened at Concierge.** (Tests can be conducted at Pharmacies by appointment only.) <https://covid-19.ontario.ca/covid-19-test-and-testing-location-information>
4. Essential Caregivers, provided that they pass the screening requirements, will not be denied access to residents, even if Delmanor is in outbreak status.
5. **General visitors are permitted to visit. PCR testing is not required for outdoor visits, however scheduled indoor visits will require a PCR test every 14 days.**
6. Visitors will not be refused based on their COVID-19 immunization status.
7. All visitors must go through active screening before visiting a resident or conducting business, 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.
8. Visitors must 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.
9. The visitor must only visit the intended person and not stop to visit other residents.
10. 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 obtain one at Concierge/screening area.
11. For indoor and outdoor general visits, a maximum of **4 visitors is permitted**. Delmanor must not be in outbreak status.
12. Delmanor is not responsible for providing COVID testing for visitors or essential family caregivers.
13. Any non-adherence to these rules could be the basis for discontinuation of visits.

NOTE: Residents who are self-isolating for 10 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.

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 active screening, a rapid test 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 permitted to leave Delmanor for non- essential day trips and overnight visits. Overnight visits will require a PCR test upon return and residents are required to isolate in their suite until a negative test result is confirmed.

For Residents who leave the building they:

- Must wear a surgical mask while out in the community.
- Are required to maintain safe distancing of **6 feet** whenever possible.