

COVID-19 VISITOR & RESIDENT ABSENCE POLICY

Updated July 15th, 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 policy complies with current ministry requirements per [Directive #3](#), the [Roadmap to Reopen](#), and 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). If anything in the policy conflicts with guidance, recommendations, or advice from the Chief Medical Officer of Health (CMOH), the CMOH guidance prevails, Delmanor will take all reasonable steps to follow them. Additionally, if anything conflicts with application provincial requirements, Delmanor will follow those requirements. This policy will continue to be reassessed and revised based on provincial requirements.

For the purposes of this policy, an individual is considered "fully immunized" when they have received the total number of required doses of a vaccine approved by Health Canada and it has been at least 14 days since they received their final dose.

There is still 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, 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 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); 	<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>There is no maximum number of designated caregivers. The caregiver designation form is available from the Health & Wellness Dept.</p> <p>Fully vaccinated Caregivers are no longer required to undergo a PCR test or rapid test. Those that are <u>not</u> fully vaccinated must undergo a rapid test before entering the suite.</p>	<p>General Visitors are permitted unless a resident is self-isolating and on Droplet and Contact Precautions, or Delmanor is advised by the local PHU to stop general visits (e.g. during an outbreak).</p> <p>General Visitors must pass screening requirements and are reminded to follow applicable Public Health measures while visiting Delmanor.</p> <p>Outdoor visits will be encouraged as much as possible, however depending on residents' needs, indoor visits, in-suite visits, and/or social absences will be supported.</p> <p>General Visitors may be permitted regardless of immunization status, and Delmanor will not unreasonably deny visits as long as the following policies are followed:</p>	<p>A Personal Care Service Provider (PCSP) 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>Personal Care Service Providers who are visiting or work on site as contractors are permitted to provide services in alignment with provincial requirements and can resume providing services in Step 2 of the provincial Roadmap to Reopen, set out in O. Reg. 263/20 under the Reopening Ontario Act.</p> <p>When providing services, Personal Care Service Providers must:</p> <ul style="list-style-type: none"> • Follow required public health and IPAC measures for Personal Care Service Providers and those of Delmanor, including wearing a medical mask and eye protection for the duration of their

<ul style="list-style-type: none"> • Maintenance workers; • Food delivery. <p>Support workers do not include Delmanor employees.</p>	<p>A maximum of 4 caregivers or general visitors <u>per resident suite</u> may visit at a time unless Delmanor is in an outbreak, then only 1 essential caregiver visit at a time is permitted, unless the resident is palliative.</p>	<p>Fully vaccinated general visitors are no longer required to undergo a PCR test or rapid test for indoor visits. Those that are <u>not</u> fully vaccinated must undergo a rapid test before entering the suite.</p> <ul style="list-style-type: none"> • Outdoor visits: General Visitors may visit a resident outdoors in a designated area. • Indoor visits: General Visitors may visit a resident indoors in a designated area, including in suite with the resident’s permission. The number of individuals in a suite is limited to 5, including the Resident. Physical distancing between individuals is required. • Visitors must wear masks for the duration of the visit unless exempt under Directive #3 (masking for residents is required if tolerated). For indoor and in-suite visits, masks must be medical masks (surgical/procedural). • Visitors and residents must maintain physical distancing (2 metres separation) for the duration of the visit. This is with the exception of brief physical contact while hugging. For all visits with General Visitors, the following measures should be in place: 	<p>appointments. Practicing hand hygiene and conducting environmental cleaning after each appointment.</p> <ul style="list-style-type: none"> • Require residents to wear a medical mask (if tolerated) during their services. • <p>Document all residents served and maintain the list for at least 30 days to support contact tracing.</p> <ul style="list-style-type: none"> • Not perform any services which require the removal of face coverings <p>The PCSP may visit the resident provided:</p> <ul style="list-style-type: none"> • The resident is not self-isolating or symptomatic; • Delmanor is not in an outbreak.
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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, provided that they pass the screening requirements, will not be denied access to residents, even if Delmanor is in outbreak status.
4. Visitors will not be refused entry based on their COVID-19 immunization status.
5. Essential Caregivers and General Visitors who are **NOT** fully immunized will need to undergo a rapid test for all indoor visits.
6. 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.
7. 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.
8. The visitor must only visit the intended person and not stop to visit other residents.
9. 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.
10. 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. All tour participants are subject to active screening and must wear a surgical mask. Prospective residents and their guests who are NOT fully vaccinated, are required to have an on-site rapid test upon arrival. Fully vaccinated prospective residents and their guests may now also enjoy a meal at Delmanor.

RESIDENT ABSENCES

Residents are permitted to leave Delmanor for non- essential day trips and overnight visits. Overnight visits **no longer** require a PCR test upon return and residents are not required to isolate in their suite.

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.