



COVID-19 VISITOR & RESIDENT ABSENCE POLICY

Updated: Effective December 22nd, 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, 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 (and any new variants identified), versus 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, MSA 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 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/Agency).</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>An Essential Caregiver is designated by the resident and/or their substitute decision-maker (SDM) and visits to provide direct care to the resident (e.g., 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 a resident can assign. A Caregiver Designation Form is available from the Health & Wellness Dept.</p> <p>Essential Caregivers are required to show proof of being fully vaccinated and undergo a rapid test upon entry.</p> <p>A maximum of 2 caregivers or general visitors <u>per resident suite</u> may visit at a time unless</p>	<p>General Visitors must be fully vaccinated and are permitted to visit 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>Fully vaccinated general visitors are required to undergo a rapid test for all indoor visits. Those that are <u>not</u> fully vaccinated are not permitted to visit.</p> <p>The number of visitors is limited to two (2) at a time. Physical distancing between individuals is required.</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.</p> <p>They must be fully vaccinated and show proof of vaccination and have a rapid test upon entry. They must wear a medical grade mask and eye protection for the duration of their appointments. Practicing good hand hygiene and conducting environmental cleaning after each appointment.</p> <p>Require residents (clients) to wear a medical mask (if tolerated) during their services.</p> <p>When providing services, Personal Care Service Providers must:</p> <p>Follow required public health and IPAC measures for Personal Care Service Providers and those of Delmanor.</p>

<ul style="list-style-type: none"> • Maintenance workers; • Food delivery. <p>Support Workers are required to show proof of being fully vaccinated and undergo a rapid test.</p> <p>Support workers do not include Delmanor employees.</p>	<p>Delmanor is in an outbreak, then only 1 essential caregiver visit at a time is permitted, unless the resident is palliative.</p>	<ul style="list-style-type: none"> • Visitors must wear masks for the duration of the visit unless exempt under Directive #3 (masking for residents is required if tolerated). For indoor 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. <p>For all visits with General Visitors, the following measures should be in place:</p> <ul style="list-style-type: none"> • Opening windows should be considered for indoor and in-suite visits to allow for air circulation. <p>TOURS: General visitors also include prospective residents touring and their families. They will be accompanied at all times by a Delmanor employee; and only tour if Delmanor is not in outbreak status.</p> <p>Fully vaccinated prospective residents and their guests are required to undergo screening and a rapid test. Those that are <u>not</u> fully vaccinated are not permitted to tour.</p>	<p>Document all residents served and maintain the list for at least 30 days to support contact tracing.</p> <p>Not perform any services which require the removal of face coverings</p> <p>The PCSP may visit the resident provided:</p> <p>The resident is not self-isolating or symptomatic; and Delmanor is not in an outbreak.</p>
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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 or long-term care sector, or 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. Residents are permitted a maximum of **two guests at a time**, in order for Delmanor to properly manage the number of visitors in the building each day. This is subject to change.
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. All Visitors must be fully immunized.
5. 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. **They must also undergo a rapid test before visiting.**
6. 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.
7. The visitor must only visit the intended person and not stop to visit other residents.
8. Visitors must always wear a surgical mask for both indoor and outdoor visits. Visitors will be provided with a new mask for indoor visits.
9. Any non-adherence to these rules could be the basis for discontinuation of visits.

NOTE: Residents who are self-isolating 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.

TOURS

In-person tours of Delmanor to prospective residents may still take place, unless Delmanor is in an outbreak. All tour participants are subject to active screening, be fully vaccinated, undergo a rapid test on entry and must wear a surgical mask throughout the duration of their tour.

RESIDENT ABSENCES

Residents are permitted to leave Delmanor for non-essential day trips and overnight absences. However, overnight absences, regardless of vaccination status, **require a negative lab-based PCR test upon return to the building and again on Day 7, and the resident must isolate on Droplet and Contact precautions until a negative test result from Day 7 is confirmed.**

For Residents who leave the building they must wear a surgical mask while out in the community and are required to maintain safe distancing of **6 feet** whenever possible.