

# Babcock Community Care Centre

## Visiting Guidelines

During the COVID-19 pandemic, the health and safety of our residents, families, staffs, and visitors remains our top priority. The presence of family and friends is an important source of mental and emotional strength for our residents. The following guidance supports safe outdoor and indoor visits following the direction provided to us from the government.

### What you need to know:

- Indoor and Outdoor visits are available to be scheduled only if our Home is not in outbreak.
- **Visits will be pre-scheduled:** Please call Nicole Hopper to learn more about booking a timeslot. **We are currently able to provide visitation every Tuesday, Wednesday, Saturday and Sunday between the hours of 11 am to 7pm.**
- We will do our best to accommodate requests, however we also need to ensure every family has an opportunity to visit. Frequency of visits will be based on equitable access.
- Maximum two (2) visitors at a time/visit. POA/SDM will determine who visits if the resident does not have a preference.
- Visiting timeslots will be scheduled for 30 minutes each.
- Visitors must be 18 years or older to ensure precautions are followed.
- Indoor visitors must provide proof of a negative Covid screening test that has been taken within 2 weeks of the visitation date at the home. This must be provided prior to visiting the resident.
- Outdoor visits do not require a Covid test if the visitor plans on social distancing from the resident during the visit.
- Outdoor visitors that plan on making physical contact with the resident (hugging, holding hands, etc, for emotional support) must provide proof of a negative covid test taken within the last 14 days of the visit and wear a mask provided by the home.
- All visitors will be actively screened, including temperature checks (does not apply to window visits).
- For everyone's safety, anyone who is on self-isolation, has flu-like symptoms, is being tested or positive for COVID-19 are not to visit at the home.
- Personal protective equipment (PPE – e.g. masks) will be provided and required, along with hand hygiene. For outdoor visits where social distancing rules will be followed, family are encouraged to bring their own masks to help save our supply of PPE for staff. Indoor visitors must wear a mask provided by the home.
- Except for service dogs, animals cannot accompany visitors.
- Outdoor Visits are currently accommodated in the North Wing Patio area only. Indoor visits will be held in our Activity Room.
- Visits may be cancelled due to inclement weather and in the event the resident is not feeling well, the home is unable to staff the visit, the home's supply of PPE is low and/or the home is under precautions due to a suspect or confirmed outbreak. We will do our best to give advance notice of any cancellations when possible.
- Please note, if the visiting guidelines are not followed, and the resident develops COVID-19 related signs/symptoms, they will require swabbing and be placed in self-isolation for up to 14 days.
- Any non-adherence to these rules could be the basis for discontinuation of visits at the discretion of the home's Administrator.

## During the visit:

- Visitors must wear appropriate Personal Protective Equipment (PPE) as instructed by staff i.e. **keep face mask on at all times.**
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Perform when entering/exiting the facility and when entering/leaving the designated visiting area
- Staff will escort you to the designated visiting location
- We recommend visitors practice physical distancing for the duration of the visit. **However**, visitors who have passed all screening, provided us with proof of a negative covid test within the last 14 days, could engage in close physical contact with a resident to support their emotional well being provided the visitor wears a surgical/ procedural mask (not cloth ones) and uses hand sanitizer prior to and after the visit. A surgical mask will be provided by the home for this purpose.
- Please do not visit with other residents that may be in other areas of the home.
- Please do not pass along anything, such as food or letters, to your loved one or staff.
- If the resident is deemed to be safe to be left unsupervised with family, the staff member will leave the area and check back in at least once per visit to make sure all is going well. If family would like the staff member to stay to assist, just ask.
- The staff member will stay in the visiting area from a distance if the resident is determined to not be safe to leave in the chair / w/c due to fall risk, wandering issues, etc.
- Always keep a minimum distance of six feet from other residents and staff.
- Families/friends will be asked to not arrive until 5 minutes before their scheduled visit so that they are not crossing paths with others who may be visiting.

## Steps for Visitors:

- Go to the front entrance
- Undergo active screening with successful pass result, providing proof of a negative covid test result if attending an indoor visit or planning on making physical contact with the resident for emotional support during an outdoor visit. Covid tests are not required for outdoor visits when you are socially distancing from the resident.
- Clean hands using hand sanitizer
- The staff member will take the visitor to the outdoor visiting area or to the activity room for indoor visits. Visitors can enter/exit the activity room via the exterior door in the activity room so they do not have to walk through the home.
- A surgical/procedural mask will be provided for the visit if the visitor does not have their own to wear during outside visits. Visitors must wear a home provided mask for indoor visits. Wear a mask at all times during the visit. If engaging in physical contact with the resident during outdoor visits, you are required to wear a surgical mask (not cloth) that will be provided by the home. Please make sure you ask the screener for the mask.
- Do not bring pets or any outside beverages or food
- Any packaged items that you would like to leave for your resident should be left with the Screener as per current process
- After blowing nose, touching eyes, mouth, coughing or sneezing and at the conclusion of the visit, clean hands with hand sanitizer
- Exit the home's property at the conclusion of the visit.

## **COVID Testing Centres in London:**

Carling Heights Optimist Community Centre  
656 Elizabeth St., London  
Mon to Sun 11am to 7pm

Oakridge Arena  
825 Valetta St., London  
Mon – Fri 9am to 5pm

## **Family members designated as “direct caregivers”:**

There are special rules for visitors designated as “direct caregivers” for a resident. These are visitors that the resident / POA has requested assist with care of the resident including feeding, toileting, transfers, etc. If a resident/family requests this option, administration will discuss the request with the parties involved to make sure we are following current government regulations. Please call and ask to speak with our Director of Care and we can assist with implementing this.

## **Resident Leaves of Absence:**

The government has now permitted families to be able to take residents off the property for temporary leaves of absence (day trips). We will provide the resident with a mask and ask that the resident and visitor adhere to social distancing guidelines while away from the home to help avoid catching anything and potentially bringing it back into the home. Upon their return, the resident will be screened and their temperature taken before coming back into the home. Please contact the home and speak with the charge nurse to let them know your plans so we can have the resident ready in advance of the outing.

Residents returning from overnight LOA's are currently required to be isolated in a separate room for 14 days from all other residents in the home. We have limited rooms designated for isolation in our home at this time. By using these rooms for LOA requests, we are potentially restricting their use for residents who become ill and must be isolated from others for infection control prevention. We must also use our isolation rooms for any residents returning from hospital admissions and new admissions. These residents must also be isolated for 14 days as per the current directives in place. If we do not have these rooms available, the resident must remain at the hospital until one of our isolation rooms is free. Due to these concerns, we unfortunately are not able to accommodate overnight LOA's at this time. We are sorry for any inconvenience this may cause. We look forward to having further restrictions removed by the government when they feel it is safe to do so.

## PPE (masking)

### First use provided hand sanitizer on your hands

- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check



## HAND HYGIENE

*To clean hands properly, rub all parts of the hands and wrists with an alcohol-based hand rub or soap and water. Pay special attention to fingertips, between fingers, backs of hands and base of the thumbs.*

### How to handrub

Rub hands for 15 seconds

1. Apply 1 to 2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm.
3. Rub in between and around fingers.
4. Rub back of each hand with palm of other hand.

Rub hands for 15 seconds

5. Rub fingertips of each hand in opposite palm.
6. Rub each thumb clasped in opposite hand.
7. Rub hands until product is dry. Do not use paper towels.
8. Once dry, your hands are safe.

JUST CLEAN YOUR HANDS

### How to handwash

Lather hands for 15 seconds

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub hands palm to palm.
4. Rub in between and around fingers.

Lather hands for 15 seconds

5. Rub back of each hand with palm of other hand.
6. Rub fingertips of each hand in opposite palm.
7. Rub each thumb clasped in opposite hand.
8. Rinse thoroughly under running water.

9. Pat hands dry with paper towel.
10. Turn off water using paper towel.
11. Your hands are now safe.

JUST CLEAN YOUR HANDS