

Babcock Community Care Centre

Visiting Guidelines – As of March 2021

In the current covid colour designation for London Middlesex, **we are not permitted to have indoor visits at our home**. Due to the weather, we are not scheduling outdoor visits at this time. Window and virtual visits can still be scheduled. Please see the guidelines below for more information.

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 but we must balance this with the safety risks of having an outbreak of Covid in the home. The following guidance supports safe indoor visits following the direction provided to us from the government.

What you need to know:

- Indoor visits are currently not permitted for general visitors. Visitors designated as Essential Caregivers and those visiting palliative residents are still permitted subject to the precautionary measures we have in place.
- Virtual and window 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, Thursday, 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 of 1 Essential Caregiver or palliative visitor at a time. POA/SDM will determine who visits if the resident does not have a preference.
- Virtual and Window Visits will be scheduled for 30 minutes each.
- Visitors must be 18 years or older to ensure precautions are followed.
- 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.
- All visitors (when permitted to visit) must take a rapid-covid test at the home. The test consists of a mid-nasal swab of both nares. It takes 15 minutes to process the results. The test will be provided upon entry of the home and the visitor is to wait in their vehicle and come back in after 15 minutes has passed to receive the results. If positive, the visitor will not be able to enter the home or proceed with an outdoor visit. We will take another nasal swab and send it to public health to confirm the result. The Visitor will be instructed to go home and self-isolate until the results are confirmed at the lab. Further direction can be obtained by the visitor's health care provider.
- Personal protective equipment (PPE – e.g. masks) will be provided and required, along with hand hygiene. Indoor visitors must wear a mask provided by the home.
- Except for service dogs, animals cannot accompany visitors.
- Virtual / Window Visits may be cancelled 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.
- 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
- Visitors must practice physical distancing from all other residents and staff for the duration of the visit.
- Please do not visit with other residents or staff in the home.
- Please do not pass along anything, such as food or letters, to your loved one or staff.
- For window/ virtual visits: 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 window visit so that they are not crossing paths with others who may be visiting.

Steps for Essential Caregivers / Palliative Resident Visitors:

- Go to the front entrance
- Undergo active screening with successful pass result
- Essential Caregivers must also take a rapid-covid test at the home. The test consists of a mid-nasal swab of both nares. It takes 15 minutes to process the results. The test will be provided upon entry of the home and the caregiver is to wait in their vehicle and come back in after 15 minutes has passed to receive the results. If positive, the caregiver will not be able to enter the home. We will take another nasal swab and send it to public health to confirm the result. The Caregiver will be instructed to go home and self-isolate until the results are confirmed at the lab. Further direction can be obtained by the caregiver's health care provider.
- Clean hands using hand sanitizer
- The staff member will escort you to the resident.
- Visitors must wear a mask provided by the home for indoor visits. Wear a mask at all times during the visit. 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.

Family members designated as "Essential Caregivers":

There are special rules for visitors designated as "Essential 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:

We are currently following public health direction and limiting all non-essential resident leaves off our property. Resident leaves for appointments and other medical needs are still permitted. For these off-site appointments, 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 appointment.

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. 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

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

Rub hands for 15 seconds

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

JUST CLEAN YOUR HANDS



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How to handwash

Lather hands for 15 seconds

-  Wet hands with warm water.
-  Apply soap.
-  Lather soap and rub hands palm to palm.
-  Rub in between and around fingers.

Lather hands for 15 seconds

-  Rub back of each hand with palm of other hand.
-  Rub fingertips of each hand in opposite palm.
-  Rub each thumb clasped in opposite hand.
-  Rinse thoroughly under running water.

-  Pat hands dry with paper towel.
-  Turn off water using paper towel.
-  Your hands are now safe.

JUST CLEAN YOUR HANDS



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