

Babcock Community Care Centre - Visiting Guidelines –

Effective February 22nd, 2023

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 visits following the direction provided to us from the government, public health and infection control best practices:

We are now permitted to have general visitors visit residents in their own room. (max 4 visitors at a time due to space limitations). These visits will not need to be scheduled. All visitors will still have to be screened, must have had at least 2 covid vaccines and must pass a covid rapid test (using a nasal swab) before entering the home.

Visiting in common areas of the home with residents (sitting areas, hallways, dining areas, etc) is still not permitted as we are required to maintain physical distancing as recommended by Public Health. Visitors are to go directly to the resident's room after passing testing / screening.

We are still requiring masks to be worn by all visitors while visiting inside the home. See special rules under Family members designated as “Essential Caregivers” section

To accommodate the screening and rapid testing of visitors to the home, general visiting hours are set as follows: **9am to 730pm, 7 days per week.** Exceptions to these hours will be made for palliative or very ill residents.

We also continue to offer visiting in our activity room, outdoor visits, window visits and virtual visits. These visits will all need to be scheduled as before. Additional details of this process along with further direction are included below:

What you need to know:

- General Visitors and Essential Caregivers who have not received at least 2 doses of a covid vaccine are currently not permitted to enter the home.
- Unvaccinated general visitors / caregivers are still permitted to visit residents receiving end of life care that are considered palliative (maximum 4 at a time). Outdoor visitors are also not required to be immunized.
- All general visitors / caregivers are to be rapid tested prior to entry to the home and wait for a negative test result before entry. This test takes approximately 15 minutes to show the results. Children under the age of one do not need to be rapid tested. The only exception to this rule would be individuals visiting palliative residents where there would not be sufficient time to rapid test before the resident is expected to pass.
- To ensure ongoing social distancing safety and infection control requirements are met, indoor visits in the activity room, outdoor visits (weather permitting), 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 10:45 am to 6:30pm.**

- 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 and the availability of the room.

Visiting a Resident in their room:

- These visits do not need to be scheduled and can occur between 9am and 730pm with exceptions being made for palliative /very ill residents.
- Due to our space limitations, **a maximum of 4 visitors** can visit the resident at a time.
- General visitors are not permitted to visit the resident during an outbreak in the home or if the resident is being isolated. Visitors designated as Essential Caregivers are permitted to visit in these situations.
- Indoor visitors must provide proof of being immunized (at least 2 doses), pass screening questions, a temperature check and a rapid covid test taken at the home. Please see “General Safety Precautions” for more information.
- Indoor visitors must wear a medical mask provided by the home at all times. See special rules under Family members designated as “Essential Caregivers” section
- Social distancing is not required with the resident and physical contact may occur during the visit.
- Visitors are to go directly to the resident’s room after passing testing / screening.
- Visiting in common areas of the home with residents (sitting areas, hallways, dining areas, etc) is still not permitted as we are required to maintain physical distancing as recommended by Public Health.

Scheduled Indoor Visits in the Activity Room:

- Indoor visits in the Activity Room will be scheduled in time slots of up to 60 minutes.
- Due to our space limitations, **a maximum of 4 visitors** can visit the resident at a time.
- We ask that one visitor be over the age of 18 to ensure safety guidelines are followed. Children under the age of 1 do not count towards the general visitor maximum.
- Indoor visitors must provide proof of being immunized (at least 2 doses), pass screening questions, a temperature check and a rapid covid test taken at the home. Please see “General Safety Precautions” for more information.
- Indoor visitors must wear a medical mask provided by the home at all times
- Social distancing is not required with the resident and physical contact may occur during the visit.

Scheduled Outdoor Visits (weather permitting):

- Outdoor Visits will be scheduled in time slots of 60 minutes.
- Outdoor visitors **do not** have to provide proof of being immunized.
- **A maximum of 4** visitors can visit the resident at a time when visiting in our north wing patio (due to space limitations).
- We ask that one visitor be over the age of 18 to ensure safety guidelines are followed. Children under the age of 1 do not count towards the general visitor maximum.
- Outdoor visitors must pass screening questions, a temperature check and a rapid covid test taken at the home. Please see “General Safety Precautions” for more information.
- Social distancing with the resident is not required and physical contact may occur during the visit.
- A medical mask is not required to be worn during outdoor visits.

Virtual / Window Visits:

- Virtual and Window Visits will be scheduled for up to 60 minutes each but may be scheduled for a shorter duration as well. Window visitors **do not** have to provide proof of being immunized or wear a medical mask.

General Safety Precautions for Visitors:

- All indoor visitors must provide proof of immunization (2 shots required) and will be actively screened, including temperature checks (does not apply to window visits).
- For everyone's safety, anyone who does not pass the screening, is on self-isolation, has flu-like symptoms, or is being tested or positive for COVID-19 are not permitted to visit at the home.
- All visitors and essential caregivers must take a rapid-covid test at the home (this does not apply to window visits as they are not coming into contact with the resident or staff).

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. The Visitor will be instructed to go home and self-isolate. The visitor will not be able to return to the home until they are asymptomatic, at least 10 days have passed since the rapid test and the visitor passes our screening measures. Further direction can be obtained by the visitor's health care provider.

- Personal protective equipment (PPE – e.g. masks, eye protection when required) will be provided and required, along with hand hygiene. Outdoor and window visits do not have to wear a mask.
- Except for service dogs, animals cannot accompany visitors unless we are provided up to date shot information on the pet. This can be arranged with the activity department.
- Indoor Visits in the Activity Room / Outdoor / Virtual / Window Visits may be cancelled in the event the resident is not feeling well, poor weather conditions including extreme heat exist, 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 Indoor / Outdoor Visits:

- Visitors must wear appropriate Personal Protective Equipment (PPE) as instructed by staff i.e. *keep face mask on at all times, ensure the mask covers your mouth, nose and chin at all times, protective eyewear when required. Outdoor visits do not require a mask to be worn at this time.*
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Perform when entering/exiting the facility **and** when entering/leaving the resident room / designated visiting area
- 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.
- For Indoor visits in the activity room/ outdoor/ window/ virtual visits: The designated 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.
- Please arrive at least 15 minutes prior to a scheduled indoor visit in the activity room / outdoor visit to allow for rapid covid testing if applicable.

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. Please see the full definition of Essential Caregiver at the end of this package.

Essential Care givers must provide proof of receiving at least 2 doses of the covid vaccine to continue to enter the home and be classified as an Essential Caregiver.

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.

Physical touch (hugging, holding hands) is allowed between essential caregivers and their loved ones. Essential caregivers are to continue to social distance from other residents and staff while in the home. Essential caregivers are permitted to visit their loved during an outbreak in the home or if the resident is being isolated unless otherwise directed by Public Health.

Meals with residents and their essential caregivers are permitted if they are pre-scheduled to occur in the activity room or if the resident currently resides in a room with no other residents (see previous visiting hours for using the Activity Room). The Essential Caregiver(s) are permitted to bring in a meal for the resident and themselves and take off their mask during the meal.

Please call and ask to speak with our Director of Care and we can assist with implementing this.

Steps for visiting Palliative Residents:

- Unvaccinated family and friends are permitted to visit residents that are receiving end of life care / palliative.
- There is a maximum of 4 visitors permitted at a time while visiting palliative residents inside the home. The POA/SDM will determine who visits if the resident does not have a preference or is unable to express their wishes.
- One visitor must be 18 years or older to ensure precautions are followed.
- Go to the front entrance
- Undergo active screening with successful pass result
- Visitors must take and pass a rapid covid test as described earlier. If there is not time to take the test (resident is quickly passing) this test will be bypassed.
- Clean hands using hand sanitizer
- The staff member will escort you to the resident.
- Palliative visitors must wear a mask provided by the home for indoor visits. The PPE must be worn at all times during the visit. Please make sure you ask the screener for the PPE.
- After blowing nose, touching eyes, mouth, coughing or sneezing and at the conclusion of the visit, clean hands with hand sanitizer
- Exit the home at the conclusion of the visit.

Resident Leaves of Absence:

Social Absences (day leaves) are permitted for all residents (unless resident is in isolation or home is in outbreak)

Overnight Leaves for social purposes are permitted for all residents regardless of vaccination status.

Resident leaves for appointments, outdoor physical activity (walks and outdoor programs), palliative absences, and other medical needs are permitted.

For off-site leaves, 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.

Day Absences: Upon their return, the resident will be screened and their temperature taken before coming back into the home. A rapid test or PCR Test is no longer required unless the resident shows symptoms upon assessment. No isolation is required unless the resident has covid symptoms.

If there is a known exposure to covid that occurred during the outing: The resident will **not** need to be isolated upon return to the home. A rapid and PCR test will be completed on day 1 of the return and a rapid and PCR swab will be completed again on Day 5. No isolation will be required unless the resident develops symptoms or has a positive test result.

For all return/admissions/transfers from another healthcare facility that is not in an outbreak: If the resident is asymptomatic, and has no known exposure to a case, we will do a rapid test and PCR test prior to admission or on arrival at the home. The resident does not have to isolate unless symptoms are detected or the test comes back positive. Enhanced symptom screening will be completed on admission and twice daily for 10 days following the return/admission/transfer.

For all other overnight leaves/returns/admissions/transfers to the home (not including day absences): A rapid and PCR test is required prior to admission or upon arrival at the home, and on day 5. Isolation is required until a negative result is confirmed from the day 1 PCR Test. Enhanced symptom screening will be completed on admission and twice daily for 10 days following the return/admission/transfer.

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.

Definitions:

Essential Caregiver:

An individual who,

- (a) is a family member or friend of a resident or a person of importance to a resident,
- (b) is able to comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the *Health Protection and Promotion Act*,
- (c) provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,

- (d) is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and
- (e) in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

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

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

Rub hands for 15 seconds

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

JUST CLEAN YOUR HANDS



How to handwash

Lather hands for 15 seconds

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

Lather hands for 15 seconds

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

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

JUST CLEAN YOUR HANDS

