



NORTH RENFREW LONG-TERM CARE SERVICES INC.

Essential Support Worker/Caregiver/General Visitor Visiting Policy **During COVID-19** **(Revised January 2023)**

Before visiting, all Visitors should consider their personal health and susceptibility to COVID-19 in determining whether visiting a long-term care Home is appropriate.

Policy:

In accordance with the Fixing Long-Term Care Act, (2021) and regulations, the North Renfrew Long-Term Care Centre will support residents and clients rights to receive visitors while mitigating risks associated with exposure to COVID-19 and other infections.

Objective:

To support residents and clients of the North Renfrew Long-Term Care Centre to receive Visitors while mitigating the risks associated with exposure to COVID-19 and other infections.

Definitions:

Essential Visitor: a person performing essential support services or a person visiting a very ill or palliative resident/client. This type of Visitor includes Government Inspectors, Support Workers or Caregivers.

- **Essential Caregiver (ECG):** type of Essential Visitor who is designated by the Resident/Client and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g. supporting feeling, mobility, personal hygiene, stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples include family members, privately hired caregivers, paid companions and translators. Caregivers must be 18 years of age or older.
- **Support Workers:** examples include Physicians, Nurse Practitioners, Maintenance Workers, etc. who are not employees of the Home.

General Visitor: A person who is not an Essential Visitor and is visiting to provide non-essential services, who may be hired by the Home or others OR is visiting for social reasons, such as family or friends who are not designated as Caregivers.

Fully Vaccinated: A person is “fully immunized” against COVID-19 if:

- They have received the required two initial doses of the COVID-19 vaccine approved by Health Canada: AND
- They have received a current booster of the COVID-19 vaccine at least 14 days ago

Essential Caregiver (ECG), General Visitor and Support Worker Procedure:

1. A Resident/Client may designate, in writing, ECGs to visit with them in the Home. ECGs must be at least 18 years of age as well as meet the definition as clarified by the MLTC Residents, Clients or substitute decision makers must contact Administration via phone or email to communicate their designated ECGs to the North Renfrew Long-Term Care Centre (NRLTCC). This information will be stored in the Resident/Client chart and will be available to the Screeners.
2. The Resident/Client and/or their substitute decision maker may change a designation for only the following reasons:
 - if the Resident/Client's care needs have changed
 - if the availability of a designated caregiver has changed.
3. When the Home is not in Outbreak, a maximum of 2 designated ECGs per Resident or 2 General Visitors may visit at a time, 3 ECGs or 3 Visitors per Client. If the Resident/Client is self-isolating or symptomatic, a maximum of 1 ECG per Resident/Client may visit at a time. General Visitors will not be permitted to visit during the self-isolation period.

The NRLTCC reserves the right to limit the number of Visitors in the Home at a time.
4. When the Home is in Outbreak, a maximum of 1 ECG (must be fully vaccinated) per Resident/Client may visit at a time. An ECG may not visit any other Resident/Client or Home for 14 days after visiting a Resident/Client who is self-isolating or symptomatic and/or a Home in an Outbreak.

The Renfrew County and District Health Unit may provide further direction during a suspected or declared Outbreak that may affect the number of Visitors in the Home.
5. If a Resident or Client is very ill or palliative, the North Renfrew Long-Term Care Centre (NRLTCC) reserves the right to determine how many ECGs may visit the Resident or Client, depending on the resources available in the Home at the time.
6. All Visitors should contact the NRLTCC **at least 24 hours in advance of their visit** so that the NRLTCC can ensure sufficient and available staff to support their visit.
7. On arrival at the **Brockhouse Way entrance** of the NRLTCC, Visitors must be Rapid tested and once negative results received, perform hand hygiene and don a surgical/procedure mask provided by the Home, while in the vestibule. Upon entry into the NRLTCC, ECGs must be actively screened for symptoms and exposures to COVID-19, including temperature checks, using the Screener developed for this purpose. The Visitors will not be admitted if they do not pass the screening. All visitors must attest to not be experiencing any of the typical and atypical symptoms of COVID-19.
8. The NRLTCC will determine the PPE required to be worn by the Visitors and will supply this PPE, including surgical/procedure masks, gloves, gowns and eye protection, as per the NRLTCC Infection Prevention and Control strategies and in accordance with requirements based on vaccination status of both the Resident/Client and the Visitor. Hand hygiene must be performed before entering the Home and frequently throughout the visit using the hand sanitizer provided by the Home.

9. Visits with both ECGs/General Visitors are encouraged to take place in the Resident/Client rooms and staff will be available to provide support or assistance if required and to monitor the safe practices within NRLTCC to ensure the health and safety of all.
10. Visitors can enjoy a snack or meal with their resident or client in their room or apartment. Physical distancing (2 meter-6 feet) should be adhered to while eating and not wearing masks, especially for those not fully vaccinated.

Addendum:

The Resident/Client Outdoor Visiting Procedure will be updated as weather permits.

Educational Resources:

Guidance Document: <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>

Video: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

Video: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>

Video: <https://www.publichealthontario.ca/en/videos/ipac-handwash>

