

SECTION: ADMINISTRATION
INFECTION CONTROL
SUBJECT: VISITOR POLICY

SOP: ADM-G-001
IC-A-048
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DATE: July 2020

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LAST REVISION: March 4, 2024

POLICY

The Ivan Franko Home fully respects and supports each resident's right to receive visitors of their choice and the right to ongoing and safe support from their caregivers, as this is important in helping to maintain the physical, mental, social and emotional well-being of residents and optimize their quality of life.

In order to maintain a safe and secure environment for residents, and to protect the health and safety of visitors and staff, the Home will ensure that appropriate COVID-19 response measures and Infection Prevention and Control (IPAC) practices are in place to reduce the potential risk of exposure to COVID-19 and other communicable/infectious diseases, in accordance with any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health, the City of Toronto Medical Officer of Health, the Ministry of Long-Term Care, and/or the Ministry of Health.

Everyone at the Home, whether staff, student, volunteer, caregiver, support worker, general visitor, or resident has a responsibility to ensure the ongoing health and safety of all by practicing IPAC measures at all times.

This policy and the procedures will be revised and adapted as necessary, as the pandemic situation evolves and government guidance is amended.

The Home will ensure that essential visitors continue to have access to the Home during an infectious/communicable disease outbreak, an epidemic, or a pandemic, subject to any applicable laws, or direction on visitor restrictions from the local Public Health Unit (PHU).

Non-compliance with this policy and IPAC measures may result in the discontinuation of visits for the non-compliant visitor.

DEFINITIONS

Essential visitors:

- Persons visiting a Home to meet an essential need related to the operations of the Home or residents that could not be adequately met if the person does not visit the Home.
- There are 4 types of essential visitors:
 1. A Caregiver, defined as an individual who
 - is a family member or friend of a resident or a person of importance to a resident

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- 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
 - 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
 - is designated by the resident or the resident's Substitute Decision-Maker (SDM) with authority to give that designation, if any, and
 - 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.
2. A Support Worker who visits the Home to provide support to the critical operations of the Home or to provide essential services to residents
- Essential services provided by support workers include but are not limited to:
 - assessment, diagnostic, intervention/rehabilitation, and counselling services by regulated health professionals such as physicians and nurse practitioners
 - Assistive Devices Program vendors (e.g. oxygen therapy vendors)
 - social work services or legal services
 - emergency services (e.g. such as those provided by first responders)
 - maintenance services for the Home's HVAC mechanical, electrical, plumbing systems
 - food and drink delivery.
3. A person visiting a very ill or palliative resident receiving end-of-life care, for compassionate reasons
4. A government inspector with a statutory right to enter the Home to carry out their duties (e.g. inspectors under the Fixing Long-Term Care Act, 2021, the Health Protection and Promotion Act, the Electricity Act, 1998, and the Occupational Health and Safety Act).

General visitor:

- A person who is not an “essential visitor” and is visiting to provide non-essential services related to either the operations of the Home, or a particular resident or group of residents.
- General visitors younger than 14 years of age must be accompanied by an adult (i.e. someone who is 18 years of age or older)
- There are 2 broad categories of general visitors:
 1. Persons visiting for social reasons.
 2. Visitors providing non-essential services such as:
 - Personal care services (e.g. hairdressers, barbers, manicurists)
 - Entertainment (e.g. singers, musicians), recreational services, or pet therapy programs
 - Individuals touring the Home regarding possible application for admission.

Please note:

- The Home's staff, volunteers and placement students are not considered visitors.
- Infants under the age of one are not considered visitors.

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Confirmed COVID-19 infection:

A positive diagnostic COVID-19 result based on a Molecular Test or a Rapid Antigen Test.

Fully vaccinated:

A person who has received:

- the full primary series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines, or one dose of Janssen (Johnson & Johnson); OR
- a full or partial primary series of a COVID-19 vaccine not authorized by Health Canada, plus any additional recommended doses of a Health Canada authorized COVID-19 vaccine to complete the primary series, AND
- who received their final dose of the vaccine at least 14 days ago.

Please note: The COVID-19 vaccines currently authorized by Health Canada are: Pfizer-BioNtech, Moderna, AstraZeneca, Novavax, Medicago and Janssen/Johnson & Johnson.

Stay Up-to-Date:

Complete the full primary series of a COVID-19 vaccine and receive a booster dose (monovalent or bivalent) in the last 6 months.

PROCEDURE

The Home will ensure that:

- Residents, family members, staff, caregivers and other visitors receive information about:
 - visiting and associated procedures (including passive screening and the Sign-In Book)
 - relevant IPAC requirements appropriate to their role, and
 - the need to comply with these procedures and IPAC practices, and how non-adherence will be dealt with (including that it may result in the discontinuation of visits for the non-compliant visitor),as well as any updates, as necessary.
- The current version of the Visitor Policy is:
 - provided to the Residents' Council and Family Council (if any)
 - posted in the Home and communicated to residents
 - included in the Admission Package provided to all new residents upon admission to the Home
 - posted on the Home's website (<https://ivanfrankohomes.com/>).
- All visitors are provided with education/training about physical distancing, respiratory etiquette, hand hygiene, applicable IPAC practices, and the proper use of masks, eye protection and other Personal Protective Equipment (PPE), that incorporates guidance from Public Health Ontario (PHO) resources and is appropriate to the level of risk that visitors present to themselves and to others in the Home.
- All visitors follow all IPAC practices in place at the Home.
- A log of all visits is maintained for a minimum of 30 days, that includes, at minimum:
 - the name and contact information of the visitor
 - the time and date of the visit, and
 - the purpose of the visit (e.g. name of the resident visited).

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These records will be available to the local PHU for contact tracing purposes upon request.

DESIGNATION OF A CAREGIVER

- The decision to designate an individual as a caregiver is entirely the resident/POA/SDM's responsibility.
- A maximum of 4 caregivers may be designated at a time, per resident.
- The designation should be made in writing on the "Caregiver Designation Form" (IC-A-048(b)).
- The caregiver designation will be documented in the Resident Profile and the Form filed in the resident's chart.
- If the resident/POA/SDM wishes to designate a caregiver who is under 16 years of age, written approval from the individual's parent or legal guardian is required, and is to be attached to the Caregiver Designation Form.
- The resident/POA/SDM may change a designation in response to a change in the:
 - resident's care needs that are reflected in the plan of care
 - availability of a designated Caregiver, either temporary (e.g. illness) or permanent, and this should be done on the Caregiver Designation Form.

VISITOR ACCESS TO THE HOME

Essential Visitors

Caregivers:

- Caregivers are no longer required to be fully vaccinated or to provide valid proof of vaccination/proof of a medical exemption to vaccination to enter the Home. However, caregivers are strongly encouraged to get vaccinated and stay up-to-date with vaccination.
- When a caregiver is COVID-19 positive or has COVID-19 symptoms, they should:
 - self-isolate at their home until symptoms have been improving for 24 hours (48 hours if gastrointestinal symptoms) and no fever present
 - avoid non-essential visits to the Home for 10 days after the date of specimen collection or symptom onset (whichever is earlier/applicable)
 - where a visit cannot be avoided, should:
 - wear a N95 mask for the duration of the visit
 - maintain physical distancing, and
 - notify the Home of their recent illness/positive test.

** It is recommended that the resident also wear a mask during the visit, if tolerated.
- When an essential visitor/caregiver is an asymptomatic close contact of someone with COVID-19:
 - The caregiver does not need to self-isolate but should self-monitor for symptoms for 10 days from last exposure to the case.
 - If visiting the Home, should:
 - wear a N95 mask for the duration of the visit
 - maintain physical distancing
 - notify the Home of their recent contact.

** It is recommended that the resident also wear a mask during the visit, if tolerated.

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Support Workers:

- Support Workers are no longer required to be fully vaccinated or to provide valid proof of vaccination/proof of a medical exemption to vaccination to enter the Home. However, support workers are strongly encouraged to get vaccinated and stay up-to-date with vaccination.

General Visitors

- General Visitors are no longer required to be fully vaccinated or to provide valid proof of vaccination/proof of a medical exemption to vaccination to enter the Home. However, general visitors are strongly encouraged to get vaccinated and stay up-to-date with vaccination.
- General visitors younger than 14 years of age must be accompanied by an adult (i.e. someone who is 18 years of age or older) and must follow all current IPAC practices (including passive screening, physical distancing, hand hygiene and masking) in place at the Home.
- When a general visitor is COVID-19 positive or has COVID-19 symptoms, they should:
 - self-isolate at their home until symptoms have been improving for 24 hours (48 hours if gastrointestinal symptoms) and no fever present
 - avoid non-essential visits to the Home for 10 days after the date of specimen collection or symptom onset (whichever is earlier/applicable).

Visitor Number Limits

- **Indoor Visits:**
 - A maximum of 4 visitors (including caregivers and/or general visitors) per resident may visit at a time.
- **Outdoor Visits:**
 - On the Back Patio, a maximum of 10 people (incl. caregivers, general visitors, and the resident(s)) will be allowed at the same time
 - In the Front Area of the Home, a maximum of 4 people (incl. caregivers, general visitors, and the resident(s)) will be allowed at the same time.
- **Special Occasions:**
 - In the case of a special occasion (e.g. milestone birthday, anniversary) where maximum visitor number limits would be exceeded during a visit, resident families should contact the Office in advance to make appropriate arrangements.

During outbreaks or when a resident is isolating on Additional Precautions

- All individuals are required to comply with masking and other PPE requirements as directed by the Outbreak Management Team (OMT) and the local PHU.

Essential Visitors:

- Caregivers and support workers are allowed to visit when a resident is isolating, or resides in an area of the Home that is in outbreak, provided they are able to comply with PPE recommendations.
- During an outbreak, limits on the number of caregivers visiting at a time may be implemented, as directed by the local PHU.

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General Visitors:

- The local PHU will provide direction during an outbreak, which may include advising general visitors to postpone all non-essential visits within the outbreak area for the duration of the outbreak, or limiting the number of visitors allowed.

VISITOR PASSIVE SCREENING PROTOCOLS

All visitors should consider their personal health and susceptibility to the COVID-19 virus in determining whether visiting the Home is appropriate.

All visitors:

- Should self-screen for COVID-19 signs and symptoms at home and not visit if they have any symptoms.
- Should not visit if they are experiencing any flu-like, respiratory or gastroenteric symptoms.
- Should review the STOP sign screening information posted on the entrance door and not enter the Home if they fail this passive screening.
- The MOH's online COVID-19 Self-Assessment Tool found at: <https://www.ontario.ca/self-assessment/> may be used to self-screen for COVID-19.

Any visitor who fails passive screening is not allowed to enter the Home and will be advised to follow the latest public health guidance (e.g. self-isolation, self-monitoring), as applicable, with the following **exception**:

- Visitors for residents receiving end-of-life care.
The Home will ensure that they wear a medical mask, appropriate PPE, maintain physical distance of a minimum of 2 metres (6 feet) from other residents and staff, and are restricted to the resident's room.

All visitors should self-monitor while in the Home and report any symptoms to the Nurse-in-charge immediately.

VISITOR SCREENING TEST REQUIREMENTS

- Screening testing requirements for all visitors are discontinued.

REQUIRED IPAC PRACTICES FOR VISITORS

- **HAND HYGIENE:**
Cleaning hands using alcohol-based hand rub, or soap and water, and appropriate technique:
 - When entering and leaving the Home
 - Before entering and leaving the resident's room
 - Before and after putting on a mask, gloves or eye protection
 - After using the washroom or blowing one's nose
 - Whenever hands are visibly dirty
 - Before and after providing care.

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- **PHYSICAL DISTANCING:**
 - There are currently no requirements or restrictions related to physical distancing (i.e. maintaining a distance of a minimum of 2 metres (6 feet) from others) when not in outbreak.
 - However, it is recommended that physical distancing should continue to be practiced as much as possible by everyone at the Home to reduce possible transmission of COVID-19, and when self-monitoring for symptoms.
- **RESPIRATORY ETIQUETTE:**
 - Cover the nose and mouth when coughing or sneezing with a tissue or one's elbow, not with the hands.
 - Throw away used tissues and clean hands.
- **MASKING:**
 - Masks are recommended, but not required, for caregivers and visitors in all areas of the Home.
 - If the resident being visited is in a shared room and the roommate is uncomfortable with others removing their mask in the room, the visit may take place in a space designated by the Home for visiting without masking (availability should be checked with the nurse on the floor).
 - Support workers should wear a mask based on a Point-of Care Risk Assessment (PCRA) before any resident interaction/task.
 - Caregivers and support workers may consider wearing a mask during prolonged direct resident care (i.e. one-on-one care within 2 metres of a resident for 15 minutes or longer).
 - A resident/POA/SDM who requests a caregiver or visitor to wear a mask should be accommodated and respected.
 - If the Essential Visitor/Caregiver is COVID-19 positive/has COVID-19 symptoms/is an asymptomatic close contact of someone who has COVID-19, and a visit cannot be avoided, they must wear a N95 mask for the duration of their visit.
Please refer to the information in the "VISITOR ACCESS TO THE HOME" section of this policy document.
 - In outbreak situations, or if a resident is on Additional Precautions, all individuals are required to comply with masking as directed by the OMT and the local PHU.
 - The medical mask must cover the mouth, nose and chin.
 - **Exceptions to any masking requirements:**
 - Children who are younger than 2 years of age
 - Any visitor who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and/or the Ontario Human Rights Code.
- **EYE PROTECTION**
 - All essential visitors (incl. caregivers), regardless of vaccination status, are required to wear appropriate eye protection (e.g. goggles or face shield) when providing care to residents with suspected or confirmed COVID-19, or when providing direct care within 2 metres of residents in an outbreak area.
 - In all other circumstances, use of eye protection is based on the PCRA when within 2 metres of a resident or residents.

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PERSONAL PROTECTIVE EQUIPMENT (PPE)

Essential Visitors:

- Essential visitors who are in contact with a resident who is suspected, probable or confirmed with COVID-19 must wear appropriate PPE.
- The Home will provide medical masks, N95 respirators (or approved equivalent), gloves, gowns and eye protection, as required.

General Visitors visiting a resident receiving end-of-life care:

- The Home will provide medical masks, N95 respirators (or approved equivalent), gloves, gowns and eye protection, as required.

IPAC EDUCATION/TRAINING

The Home will:

- Provide access to IPAC education/training to all visitors on the Home's website that addresses:
 - Physical distancing
 - Respiratory etiquette
 - Hand Hygiene
 - IPAC practices, and
 - Proper and safe use of PPEusing PHO resources and guidance documents to support this IPAC education and training, including:
 - a Guidance document titled "Recommended Steps: Putting on PPE"
 - videos titled: "Putting on Full PPE", "Taking off Full PPE", "How to Hand Wash" and "How to Hand Rub".
- Post signage in the Home about Hand Hygiene, Respiratory Etiquette and Proper use of PPE to promote these practices and remind everyone in the Home to follow them.
- Provide caregivers with education/training on IPAC policies and procedures appropriate to their role, and request that they sign the "Designated Caregiver IPAC Agreement" (IC-A-048(c)), that states they will adhere to all IPAC requirements and procedures.

SUPERVISING VISITS

- To manage health and safety during visits (e.g. monitoring the flow of visitors to ensure sufficient physical distancing can be maintained, supporting residents during the visit, etc.) the Home may supervise visits.
- This will be done in a manner that respects the resident's right to communicate in confidence, and consult in private with any person without interference. If there is not enough privacy, the Home's staff should be notified.

GENERAL INFORMATION—All Visitors

- All visitors must:
 - Enter and exit the Home only through the main front entrance.
 - Ensure they sign in and out in the Sign-In Book.

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- Conduct themselves in a considerate manner at all times having regard for the safety and well-being of all residents, staff and other visitors, and be respectful in all interactions.
- Respect the privacy of others by keeping their personal and/or medical information (verbal, written or any other form) private and confidential.
- Not take pictures of residents (except their family or loved ones), staff or volunteers without the consent of the Administrator/designate.
- Ensure that any visiting children are supervised by an adult at all times.
- Follow any verbal instructions by the Home's staff.
- Not touch or attempt to operate any of the Home's equipment, machines, or devices unless authorized to do so.
- Stay out of restricted areas.
- Immediately report any injury, hazard or problem, no matter how minor, to the nurse in charge.
- Visitors should clarify appropriate aspects of care pertaining to the resident they are visiting (i.e. what foods or drinks may be allowed, hands-on involvement, etc.) with staff.
- If the resident has a shared room, the visitor should always be mindful of the other resident in the room and ensure he/she is not disturbed.
- If the resident's roommate is uncomfortable with others removing their mask in the room, the visit may take place in a space designated by the Home for visiting without masking. In that situation, the visitor should check with the nurse on the floor about availability of the designated space.
- All visitors should acquaint themselves with:
 - the Residents' Bill of Rights, which is posted in the main floor lobby near the elevators, and
 - the Home's floor plan and emergency exit information, which is posted in the entrance lobby.
- The Home is a smoke-free facility. Visitors cannot smoke or vape in the Home or anywhere on the grounds (a 9-foot perimeter from any entrances).
- Visitors with pets must adhere to the Home's Pet Policy (ADM-G-002) and Animal/Pet and Infection Prevention Policy (IC-A-091). Any pets allowed to visit, at the discretion of the Administrator, must be clean and well-behaved, and under the supervision of the pet's owner at all times.

OTHER INFORMATION—Designated Caregivers

- Caregivers may only visit and provide care for the resident who has designated them as a caregiver.
- Caregivers wanting to volunteer to support more than one resident during an outbreak may support up to 2 residents who are COVID-19 positive, provided the Home obtains consent from all involved residents or their POA/SDMs.
- A caregiver may also support more than one resident in non-outbreak situations provided the Home obtains consent from all involved residents/POAs/SDMs.
- If the resident has a shared room, the caregiver should always be mindful of the other resident in the room and ensure he/she is not disturbed.
- Caregivers are encouraged to spend time outside the resident's room, including outdoors and walks inside the Home (subject to any limitations at the time of the visit).

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NON-ADHERENCE BY VISITORS (including Caregivers)

- Recognizing the importance of visits on the resident's well-being and quality of life, together with the need to ensure a safe and secure home for residents and protect the Home's residents, staff and visitors from the risk of COVID-19 and other infectious/communicable diseases, the Home will make every reasonable effort to support visitors in understanding and adhering to visiting requirements and IPAC practices by providing:
 - Clear information about procedures and necessary IPAC practices
 - Information about other applicable requirements, as needed
 - Appropriate PPE and training on its proper use
 - Any additional education and training that may be required
 - Easy access to hand sanitizer
 - Visiting spaces that allow sufficient room for physical distancing
 - The opportunity for visitors to clarify any questions they may have.
- If staff observe a visitor not adhering to visiting and IPAC requirements (e.g. not wearing a mask when applicable, not practicing respiratory etiquette, etc.), they should report this to the Nurse-in-charge/designate, who will:
 - Meet with the visitor to discuss and provide any needed additional information, clarification or training
 - Ensure that any required resources are available to the visitor and allow him/her sufficient time to comply with this Policy.

Ending a visit:

- If, after explaining the applicable requirement(s) to the visitor and providing sufficient time to adhere to the requirement(s), there is concern due to the visitor's repeated non-adherence, the Home's Administration may decide to end a visit
- This decision will be documented in the progress notes.

Temporarily Prohibiting a Visitor:

- If there is repeated and flagrant non-adherence (i.e. demonstrated continuously by the visitor over multiple visits) and all reasonable efforts to maintain resident, staff and visitor safety (including ending a visit) have not been successful, the Home's Administration may consider and decide to temporarily prohibit a visitor from visiting the resident.
- This decision will:
 - stipulate a reasonable length of the prohibition
 - clearly identify which requirements the visitor should meet before visits may be resumed (e.g. reviewing the Visitor Policy, reviewing specific Public Health Ontario resources, etc.)
 - be documented by the Home.
- When visits have been discontinued for a non-compliant visitor, the Home will provide the reason for the discontinuation in writing.
- If the temporarily prohibited visitor is a caregiver, the resident/POA/SDM may need to designate an alternate individual as caregiver to help meet the resident's care needs.