



# Caressant Care Nursing and Retirement Homes Limited

POLICY NO.

POLICY TITLE:  
LTC - Visiting Policy

## Purpose:

To provide guidance to Long Term Care homes on how to implement visiting to the Homes.

Rules for LTC Home visits continue to be in place to protect the health and safety of residents, staff, and visitors, while supporting residents in receiving the care they need and maintain their emotional well-being. These rules are in addition to the requirements established in the LTCA and Ontario Regulation 79/10.

This visiting policy is guided by the following principles:

## Guiding Principles:

- **Safety:** any approach to visiting in our homes must consider balance and meet the health and safety needs of residents, staff, visitors, and ensure risks are mitigated
- **Emotional Well-being:** Allowing visitor is intended to support the emotional well-being of Residents and their families/friends, through reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All individuals seeking to visit a resident will be given equitable access, consistent with resident preference and within reasonable restrictions that safeguard residents.
- **Flexibility:** the physical/infrastructure characteristics of the home, its staff availability, whether the home is in outbreak, and the status of the home with respect to Personal Protective Equipment (PPE) are all variables to consider when setting home specific policies.
- **Equality:** residents have the right to choose their visitors. In addition, residents and/or their substitute decision makers (SDM) have the right to designate caregivers.

## LTC Homes Responsibility:

- A process for communicating with visitors/caregivers about the resumption of visits and the associated procedures, including but not limited to, infection prevention and control (IPAC), scheduling and any care Home-specific policies. This process will include sharing an information package with visitors on IPAC, the use of surgical/procedural masks and eye protection, and other operational procedures such as limiting movement around the Home, if applicable, and ensuring visitors' agreement to comply. Home materials will include an approach to dealing with non-adherence to home policies and procedures, including the potential for discontinuation of visits.
- Protocols in place to maintain the highest of IPAC standards prior to, during and after visits.
- For outdoor visits: Where possible, a covered area for screening outside; an outdoor visiting area that does not require the visitor to travel through the Home; outdoor visiting area to be marked clearly with location for resident to sit that is 6 feet away from the marked visitor space; outdoor chair to be provided for both resident and visitor.

- LTC Homes are responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19.
- Homes must maintain a list of visitors that is available for staff to access.
- Where it is not possible or in-person visits, the Homes will continue to provide virtual and window visits as visiting options where possible.

**Visitor Responsibilities:**

- a. Consider their personal health and susceptibility to the virus in determining whether visiting a LTC home is appropriate.
- b. Pass active screening every time they are on the premises of or enter the Home.
- c. Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the home's surveillance testing policy.

**NOTE: There are circumstances outlined in this policy that renounce the necessity for demonstrating a negative COVID-19 test result and attestation.**

- d. Comply with Home's IPAC protocols, including proper use of personal protective equipment as required.
- e. Use the provided alcohol-based hand rub (ABHR) when arriving at the screening desk, throughout the visit as needed and upon leaving the home's property after the visit.
- f. **Partially or non-vaccinated visitors** must visit their loved one only, do not wander indoors around the facility but restrict movements to and from their loved one's room/program only, and maintain social distancing of a least 2 meters from all other residents and staff.
- g. **Fully Immunized visitors** must participate in Random Antigen Testing for COVID-19 as directed by the Home.

**Fully Immunized:** a person is fully immunized against COVID-19 if: they have received the full series of a COVID-19 vaccines approved by Health Canada (e.g., both doses of a two dose vaccine series, or one dose of a single-dose vaccine series); and they received their final dose of the COVID-19 vaccine at least 14 days ago. Currently the required number of doses for the Pfizer, Moderna, and AstraZeneca vaccines to complete the vaccine series is two.

**Types of Visitors- see Appendix A: Definitions: Types of Visitors**

**Procedure:**

As the pandemic situation evolves in Ontario, direction regarding visiting to the Homes will be adjusted, as necessary.

## 1. Access to the Home & Outbreak Units During an Outbreak

See **Appendix B – LTC Visiting Snapshot**. In addition, during an outbreak, and/or suspected or confirmed case of COVID-19, the local public health unit (PHU) will provide direction on visitors to the home, depending on the specific situation.

## 2. Number of Visitors Permitted:

As of July 16/21, there are no longer sector-specific limitations on the number of visitors that can visit a resident indoors or outdoors. Homes must determine the number of visitors permitted for both indoor and outdoor visiting at one time. Homes must advise all visitors of the number of individuals allowed on the premises and in the home at one time. Homes need to ensure that they consider the ability to provide adequate physical distancing between groups and individuals so that all Public Health measures are being followed.

## 3. Active Screening:

- As per Directive # 3 - Active screening applies to all types of visitors.
- All visitors will be actively screened for COVID-19 symptoms upon every arrival to the home.
- Visitors must attest to not be experiencing any of the typical or atypical symptom of COVID-19.
- *Visitors must* verbally attest to not having exposure to an individual who is suspect or confirmed COVID-19. *See Visitor Screening Documents.*
- If they fail screening, the visitor will NOT be permitted to enter on that occasion and should be given the *\*Provide Public Health Ontario How to Self-Isolate Fact Sheet\**

## Additional Requirements for Essential Caregivers

In addition to the screening requirements for all visitors, essential caregivers must:

- Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the home's surveillance testing policy.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another home in outbreak where they were in a portion home affected by the outbreak in the past 14 days.
- Receive education on the home's visitor policy and on infection prevention and control practices, including Public Health Ontario's guidance on hand hygiene and donning and doffing personal protective equipment (PPE).
- Sign a Confirmation of Receipt of Education form acknowledging their understanding of the education provided, that they had an opportunity to ask questions and received a satisfactory response, and their responsibility to follow all requirements.
- Verbally attest to reviewing the home's policy at least once every month thereafter.
- Regardless of resident and visitor vaccination status, brief hugs can now take place. Where both the **resident and visitors are fully immunized** close physical contact, including handholding, can now take place safely.
- It continues to be important that residents and visitors continue to adhere to public health measures in the home, including good hand hygiene and appropriate masking.

## Additional Requirements for General Visitors

In addition to the screening requirements for all visitors, general visitors must:

- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another LTC home in outbreak in the past 14 days.
- Receive education on the home's visitor policy and on infection prevention and control practices, including Public Health Ontario's guidance on hand hygiene and donning and doffing personal protective equipment (PPE).
- Sign a Confirmation of Receipt of Education form acknowledging their understanding of the education provided, that they had an opportunity to ask questions and received a satisfactory response, and their responsibility to follow all requirements.
- Verbally attest to reviewing the home's policy at least once every month thereafter.
- h. General visitors that are full immunization must participate in Random Antigen Testing for COVID-19 as directed by the Home.
  - a. Proof of vaccination for a General Visitor must be presented to the screening staff of the home and recorded.

**Note** - for individuals vaccinated in Ontario, the only acceptable proof of vaccination is presenting the actual or copy of the physical or electronic receipt provided by the Ministry of Health to each person who has been vaccinated in Ontario. Individuals who misplace their receipt can obtain a replacement copy of logging into the provincial portal. For individuals vaccinated outside of Ontario, Homes must ensure the proof being provided by the other jurisdiction is valid and that the vaccine administered is one of the ones that has been approved by Health Canada.

- It continues to be important that residents and visitors continue to adhere to public health measures in the home, including good hand hygiene and appropriate masking.
- General visitors visiting outdoors are not required to undergo rapid antigen test.
- **Outdoor visiting may not be conducive to all**, Residents with mobility limitations or health conditions (essentially, factors unrelated to weather) that make participating in outdoor visits highly unlikely or impossible may have general visitors inside the long-term care home, in addition to an essential caregiver. Some of our residents that cannot follow directions, are a wandering risk and/or have responsive behaviours that are challenging to manage, may not cope or adjust well to the current restrictions put in place for in-person visiting. Please refer to the *Decision Tree for LTC Visits* for guidance and discussion with the interdisciplinary team and the Residents Family/SDM. Alternative visiting arrangements may need to be considered (i.e., phone calls, virtual visits).
- For indoor visits for those general visitors who are not fully immunized (or the general visitor needs to enter the home for any reason), general visitors must test negative for COVID-19 prior to being granted access to the home.

## Additional Requirements for Support Worker

Support Workers performs essential support services (e.g., food delivery, inspector, maintenance or health care services or a person visiting a very ill or palliative resident). A visitor may require a support person to help them visit an LTC Home. In addition to the screening requirements for all visitors, support persons must:

- Must receive a negative rapid antigen test prior to entry to the home as specified in provincial mandates and the home's surveillance testing policy.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another LTC home in outbreak in the past 14 days.
- The Support Person Does Not count towards the maximum number of visitors.
- If accompanying a Designated Essential Caregiver, the Support Person does not have to be designated.

Visitors who need a support person should inform the Home in advance of their visit so that the Home can prepare accordingly.

Where a support worker requires immediate access to the Home in an emergency, the support worker is not required to receive a rapid antigen test or verbally attest to not subsequently having tested positive.

### **Requirements for Government Inspectors**

Government inspectors have the authorization to enter a LTC home/care community to carry out their duties. In addition to the screening requirements for all visitors, government inspectors must:

- Confirm that they have received a negative COVID-19 test result at intervals specified in provincial mandates.

Government inspectors are not required to attest to not have visited another LTC home/care community in outbreak in the past 14 days.

### **Additional Considerations for Palliative Resident Visits**

Per Directive #3, an essential visitor includes a person who is visiting a very ill or palliative resident. Under these emergent circumstances, essential visitors are not required to demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the home's surveillance testing policy.

### **4. Personal Protective Equipment (PPE):**

**Essential Visitors-** homes are required to provide a surgical/procedural masks, gloves, gown, and eye protection (face shield or goggles) for essential visitors as per Directive #3.

**General Visitors-** are responsible for bringing their own cloth mask of face covering for outdoor visits. Homes will provide general visitors with a surgical/procedural mask for indoor visit as per Directive #3.

Masks must be worn throughout the entire visit whether the visit takes place indoors or outdoors. If a general visitor has forgotten their mask, the home will provide one as supply allows. Homes will not access/use their pandemic supply for the purposes of visiting. In the event there is a shortage of PPE, visitor access may be immediately subject to change.

Use of alcohol-based hand rub (ABHR) when arriving at the screening desk, throughout the visit as needed and upon leaving the visiting area/Home is recommended.

Essential Caregivers and general visitors who are **fully or partially immunized** (and therefore able to have close physical contact with the resident) are **NOT** required to wear eye protection whether visiting indoors or outdoors unless the home is in outbreak, or the resident being visited is in isolation.

Essential Caregivers are required to wear additional PPE (Gown, gloves, and eye protection) as directed by staff, if they are participating in providing direct care to the resident (i.e., bed bath, tub bath, putting on CPAP, catheter, or continence care).

## 5. Designation of Essential Caregiver

- Each Resident and/or SDM may designate any number of essential caregivers to provide care to the resident.
- The caregiver must be at least 18 years of age.
- The decision to designate an individual as a caregiver is entirely the remit of the Resident and/or their SDM and not the home.
- The Resident and/or SDM shall document their designates on the “*Designation of Essential Caregiver(s)*” Form. The home will retain the form for their records and reference.
- A Resident and/or SDM may change a designation in response to a change in:
  - Resident’s care needs that are reflected in the plan of care.
  - Availability of a designated caregiver, either temporary (e.g., illness) or permanent
- If the Resident and/or SDM wish to make a change to a designate they may do so by contacting the Home and make a request to complete a new Designation of Essential Caregiver(s) form.
- In a case of a shared room, the essential caregiver must remain on their resident’s side of the room only.
- Fully immunized essential caregiver may assist in the dining room with their resident only.

## 6. Managing Visits Pre-Arranged Visits:

All visitors to the homes must pre-arrange their visits, except for those who are essential caregivers. Homes may NOT require scheduling or restrict the length or frequency of visits by caregivers. When scheduling visits, the home needs to consider the needs of the residents, their clinical and emotional well-being, and the total number of visitors to the home. Homes should also consider staffing capacity for transferring resident into and out of visiting location, and escorting general visitors to the visiting location, along with the space available in the location for physical distancing.

- Visiting times, will be posted in the home, and shared with Residents and families.
- Visitors will call the home to arrange a date and time for their visit.
- Visiting is not permitted during mealtimes unless the Resident is receiving palliative care or care is being provided by an essential caregiver.
- Visiting times will not be less than 60 minutes, starting from the time the visitor and Resident arrive in the visiting area.
- Visiting times are limited to a total of \_\_\_ minutes per visit (inclusive of bringing the Resident to and from the visiting areas)
- The maximum number of indoor visitors permitted in the home at one time shall not exceed \_\_\_\_ visitors per day.
- Each resident will be allowed to receive at least two visit per week, prior to anyone booking additional visits.
- Visits can be scheduled 7 days a week, to allow all Residents and opportunity to see friends and family. See *Visiting Time Poster*

## 7. Cancellation of Visiting:

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The home reserves the right to cancel any visits if they deem the risk to be too high i.e.-outdoor visits may be cancelled due to inclement weather (heat advisory/ heavy rain), visits maybe cancelled if the Resident is not well, the home is unable to staff the visit, the homes supply of PPE is low, and/or the home is under precautions for a potential or confirmed outbreak. The local PHU will be consulted prior to cancellation of all visit types as some visiting types may still be permitted. (i.e., visits may need to be facilitated by phone calls or virtually). The corporation reserves the right to cancel visits to the home (except for essential caregivers and visits that are palliative in nature) when increased COVID-19 case numbers/outbreaks in LTC Homes are noted across the province, when local community spread is on the rise and/or the Homes are struggling to mitigate risks due to staffing levels.

#### **8. Supervising Visits**

While the Homes staff are not required to supervise visits, they have the discretion to do so to manage the health and safety of residents, staff, and visitors during visiting times (e.g., monitoring the flow of visitors to ensure sufficient physical distance is being maintained, supporting residents during visits, etc.). If the homes ED determines that supervision of some or all Resident Visits is required, the ED will ensure that staff required to supervise conduct themselves in a manner that:

- Respects the Residents right to communicate in confidence.
- Receive visitors of their choice and
- Consult in private with any person without interference (14, 3(1) LTCA, 2007)

#### **9. Identification/Visitor Tracking:**

Visitors will be asked to report to the “Family Visiting Area Sign in Station” upon arrival to the home. Visitor will be asked to identify the Resident they are visiting and will sign into the visitor logbook. Homes are required to maintain visitor logs and retain this information for at least 30 days to facilitate contact tracing in the event of a COVID-19 exposure or an outbreak. At minimum, visitor logs should collect the name and contact information of the visitor, date and time of the visit, and the resident visited. Visitors not willing to identify themselves or those not listed on the days visiting log will be asked to leave the home. The home reserves the right to refuse visitors and/or check with the Residents POA/SDM regarding the visitor’s permission to visit the Resident as deemed necessary. See *Visitor Logbook*.

#### **10. Designated Visitor Liaison:**

Each home will assign a staff member to act as the **Designated Visitor Liaison**. This person will assist visitors in scheduling future visits, keep the visitor log updated, ensure IPAC training has been completed with all visitors, escort/direct visitors to the Residents, and respond to any questions or concerns raised by visitors/direct visitors to the appropriate management team member as required.

#### **11. Physical Distancing:**

- While on the property of the home, all Residents and families will practice social distancing, allowing for a 2-meter distance between themselves and other LTC Residents and staff
- Exceptional circumstances include supporting communication with a resident who has a sensory impairment or meeting a resident’s emotional needs.
- Fully immunized essential caregivers may have physical contact including for non-care related reasons.
- Partial or unimmunized caregivers must practice physical distancing (2M) when not providing direct care however brief hugs are permitted.
- Fully immunized general visitors may engage in close contact with their resident.

- Partial or unimmunized general visitors must practice physical distancing (2M) from their Resident, however brief hugs are permitted.
- Physical distancing is not required between a palliative resident and a visitor.
- Physical distancing is not required when providing care to a resident.

### **12. Designated Visiting Areas:**

To maintain quality of life and mental health, Residents (who are not required to isolate) and visitors are welcome to visit in the following locations only:

- Outdoor marked designated areas (if homes do not have outdoor space, outdoor visits may also take place in the general vicinity of the home (parking lot, near-by park)- where possible screening should take place outdoors.
- Indoor marked designated areas
- Inside the resident's rooms
- Indoor designated visiting areas – lounge spaces and activity rooms as able

Visitors are not permitted to move around the facility (indoors or outdoors) and must visit their resident only and maintain social distancing (of a least 2 meters) from all other Residents and Staff.

### **13. Visiting of Pets:**

Pets are allowed to visit. Visitor must keep the pet on a leash and only allow the resident they are visiting to be in contact with the pet. Visitors must adhere to all pet visiting policies (vaccinations etc) – please speak to the homes staff about requirements.

### **14. Visiting of Children:**

General visitors younger than 14 years of age must be accompanied by an adult and must follow all applicable infection prevention and control precautions that are in place at the home. (e.g., active screening, physical distancing, hand hygiene and masking for source control).

### **15. Tours of the Home:**

Tours of the home are not permitted during an outbreak. Wherever possible, tours should be conducted virtually. Tours may be completed if the home is not in outbreak. Requests during these times will be managed on a case-by-case basis in consultation with the homes Regional Director of Operations. If a tour is permitted:

- The tour group should be limited to the prospective resident or couple and one (1) another individual.
- All tour participants must actively be screened upon entry and exit and wear a mask.
- The tour should be conducted at a time and on a route that avoids contact with residents.
- The home keeps the number of in person tours to a minimum.

### **16. Gifts & Food:**

All items (including food) that visitors wish to give to Residents must be clearly labelled with the resident's name on the container. If visitors are bringing in items for a large group (birthday cake) we ask that visitors seek the assistance of the homes staff in serving the residents. In such cases, we strongly recommend bringing in individually wrapped items such as cupcakes or cookies. Floral arrangements are allowed.

### **17. Enhanced Cleaning:**

Visiting areas will be cleaned after each family visit (Indoor & Outdoor). Disinfectant wipes (Oxivir-contact time of 1 minute) will be used by cleaning staff/Designated Visitor Liaison/RSA to complete

cleaning of commonly touch surfaces in visiting areas. Chair arm, seats, tabletops/legs will be cleaned. See *Enhanced Outdoor Cleaning Checklist*.

### **18. Resources to Support Families:**

Recognizing that our current environment and restrictions placed on visiting Residents in our homes, the additional following resources are available to help support families:

- Social Worker
- Chaplin/Pastoral Care Services
- Fact Sheet- How to Self-Isolate
- Visiting Your Loved One in the Time of COVID-19 -pamphlet

### **19. Communication:**

Communication about this policy and procedure to Residents, families, visitors, and staff, shall be conducted through the following methods:

- Posted signage in the homes.
- Policy handed out to visitors during their first visit to the home.
- P & P provided to all managers and posted for staff.
- Posting of information on Corporate Website and Social Media platforms
- Providing Information to visitors/Families – handouts, pamphlets, Zoom Meetings etc.
- Sharing policy and procedure with Resident & Family Councils

### **20. Conduct in LTC Home/ Responding to Non-Adherence by Visitors**

All individuals on the property of our homes (visitors, family, Residents, and staff) are expected to adhere to the home's code of conduct for respectful behavior, comply with the homes Infection Prevention and Control Protocols (IPAC) and follow all safety practices. Any non-adherence to this policy will be the basis for discontinuation of visits or caregiving. The home will:

- Recognize that visits and caregiving are critical in supporting a Residents care needs and emotional well-being.
- Consider the impact of discontinuing visits on the Residents and
- Make every reasonable effort to ensure that any disruption to visiting/caregiving is reflective and proportionate to the severity of the non-adherence.
- Protect Residents, staff, and visitors in the home from the risk of COVID-19.
- Where the home has previously ended a visit by, or temporarily prohibited a visitor, specify any education/training the visitor may need to complete prior to visiting the home again.

The Homes will provide information on the homes process for managing non-adherence to both Resident and Family Councils.

### **21. Ending A Visit**

Homes have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy provided:

- The Home has provided all visitors with education explaining (*see Visitor/Essential Caregiver Information Package*) the necessary requirements and has ensure that visitors are provided with the sufficient time and resources (e.g., there is sufficient space to physically distance, the home

has supplied PPE and demonstrated how to correctly put on PPE, etc.). to adhere to the requirements (*see Confirmation of Receipt of Visitor/Essential Caregiver Information Package*)

- The Homes DOC and/or ED have made themselves available to discuss any parts of this policy with visitors as required dates and times of such sessions should be recorded.

If a visitor demonstrates repeated incidents (upon the 3<sup>rd</sup> incident) of non-adherence where the above 2 points have been met, the Home may end a visit. The ED or designate will approach the visitor and ask to speak to them in a private area. The visitor will be informed that their visit is ending and why. The visitor will be asked to leave the home immediately and the home will document the ending of the visit due to non-adherence.

## **22. Temporarily Prohibiting a Visitor.**

Homes may temporarily prohibit a visitor from coming to or into the Home in response to repeated (upon 3<sup>rd</sup> incident) and flagrant non-adherence with the homes visiting policy. In exercising this discretion, homes should consider:

- Whether the issues can be resolved by explaining and demonstrating how the visitor can adhere to the requirements
- Do the requirements align with Directive #3 and guidance outlined in this policy?
- Do the actions or inactions of the visitor, impact the health and safety of the resident, staff, and other visitors to the home?
- Are the violations by a visitor whose previous visits have been ended by the home?

### **When temporarily Prohibiting a Visitor:**

- The Homes ED will make the final determination to discontinue visiting/caregiving and will advise the visitor/caregiver of this finding in **writing**. This decision should only be made after all other reasonable efforts to maintain safety during visits has been exhausted.
- The Home will stipulate a reasonable length of time in which the visitor is not permitted to visit the home.
- Prior to reinstating a visitor, the Home will clearly identify what requirements the visitor should meet before visits may be resumed (e.g., reviewing the homes visiting policy, reviewing Public Health Ontario resources etc.).
- Records will be kept of all incidents and where all incidents resulted in the discontinuation of visiting.
- Where the Home has prohibited an essential caregiver from coming into the Home, the Resident/SDM may need to designate an alternative individual as a caregiver to assist with the needs of the Resident.

### **References:**

LTC Visitor. Absences & Social Gathering Snapshot- July 7, 2021

Directive #3, COVID-19 Guidance Document for LTCH's & Rapid Testing Merged FAQ's – June 29, 2021

DM Memo Upcoming Changes Further Easing of Restrictions - June 29/21

Ministers Directive COVID-19 LTC Home Surveillance Testing & Access to Homes -effective June 30/21.

### **See Also:**

Designation of Essential Caregiver(s) Form

List of Essential Caregivers in PCC

Appendix A- Definitions: Type of Visitors

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Visitor Screening Document  
 Visitor Logbook  
 Visitor Schedule  
 Visiting Times Poster  
 Family Visiting Area Sign  
 Enhanced Outdoor Cleaning Checklist  
 Fact-Sheet – COVID-19- How to Self-isolate  
 Visitor/Essential Caregiver Package  
 Confirmation of Receipt of Visitor/Essential Caregiver Package Form  
 LTC Visitor. Absences & Social Gathering Snapshot- effective July 16/21.  
 MLTC Memo Amendments to the Minister’s Directive: COVID-19: Long-Term Care Homes Surveillance Testing and Access to Homes and additional updates – July 14, 2021  
 Ministers Directive COVID-19 LTC Home Surveillance Testing & Access to Homes -effective October 15, 2021.

<b>APPROVED:</b> June 2020	<b>REVISED/REVIEWED:</b> June/2020: July/2020; Sept/ 2020. Oct/2020; Nov 12, 2020; Nov 18/20; Jan 7/21, April 2021, May 2021, June 2021, July 7/21, July 13/21, August5/21, September 8/21, October 13/21 November 2, 2021	<b>AUTHORIZED BY:</b> Caessant Care Operations Team
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### ***Appendix A- Definitions: Types of Visitors***

**Not Consider Visitors:** LTC home staff, volunteers and placement students are not considered visitors as their access to the home is determined by the licensee.

**Essential Visitors:** a person performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident. This definition also **includes support workers and caregivers**. However, an essential visitor does not need to be a support worker or caregiver if they meet the definition under Directive #3. Note – government inspectors are considered essential visitors but are not subject to this policy.

- **Support Worker** – is a type of essential visitor who is visiting to perform essential support services for the home or the resident at the home. Examples include- physician, nurse practitioner, maintenance workers or a person delivering food provided they are not staff of the LTC home as defined in the LTCHA.
- **Caregiver** – is a type of essential visitor who is designated by the resident and/or SDM and is visiting to provide direct care to the resident (e.g., supporting feeding. Mobility, personal hygiene, cognitive stimulation communication, meaningful connection, relational continuity, and assistance in decision-making). Examples include- family member who provides meaningful connection, a privately hired caregiver, paid companions and translators.

**Requirements:**

- Must be 18 years of age.
- Any number of essential caregivers can be designated per resident at any time.
- The designate(s) must be made in writing to the home.

**General Visitor** – a person who is not an essential visitor and is visiting:

- To provide non-essential service, who may or may not be hired by the home or the resident and/or their SDM and/or
- For social reasons (e.g., family members or friends) that the resident or their SDM assess as different from direct care, including care related to cognitive stimulation, meaningful connection, and relational continuity.

**Support Person** – Individuals who help a person with a disability perform daily tasks. A support person may accompany an essential caregiver, support worker or general visitor in the Home.

**Appendix B - LTC Visitor Snapshot**

Requirements		Fully Immunized	Partial/Unimmunized	Outbreak/Resident in Isolation
<b>Visitors</b> *Masks required at all times.  No specific limitations on number of caregivers and visitors.	<b>ESSENTIAL CAREGIVER</b>	May have physical contact including for non—care related reasons with fully immunized resident.  May support in dining room, join in activity.  Surveillance testing is not required.	Physical distancing 2M required when not providing direct care, however brief hugs are permitted.  Unable to enter dining room/join activity.  Participate in surveillance testing for indoor visits.	May support in resident’s room/isolation room (1 per visit)  Must wear eye protection when providing direct care.
	<b>NON-ESSENTIAL GENERAL VISITOR</b>	Close contact with fully immunized resident allowed.  No eye protection required.  Surveillance testing is not required.	Physical distancing 2M required however brief hugs are permitted.  Participate in surveillance testing for indoor visits.	Not permitted unless resident in area unaffected by outbreak.