

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 1 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

## PURPOSE

To increase resident quality of life and decrease isolation by ensuring safety of residents and team members facilitating indoor/outdoor visits between residents and their family while adhering to the current directives such as from the Ministry of Health, Ministry of Long-Term Care, Public Health Ontario Guidelines, and all other applicable guidelines.

During an outbreak, and/or a suspected or confirmed case of COVID-19, the local public health unit will provide direction on visitors to the home, depending on the specific situation that will supersede this policy.

There are two different types of visitors:

1. Essential Visitors: persons visiting the 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 four categories of essential visitors:
  - a. Persons visiting very ill or palliative residents for compassionate reasons, hospice services, end-of-life care, etc.
  - b. Government Inspectors
  - c. Support Worker: performs critical services for the home or for a resident at the home. Examples include, but are not limited to:
    - i. Assessment, diagnostic, intervention/rehabilitation, and counselling services for residents by regulated health professionals such as physicians and nurse practitioners
    - ii. Moving a resident in or out of a home
    - iii. Social work services
    - iv. Legal services
    - v. Post-mortem services
    - vi. Emergency services (i.e. first responders)
    - vii. Maintenance services, such as those required to ensure the structural integrity of the home and the functionality of the home's HVAC mechanical, electrical, plumbing systems, and services related to exterior grounds and winter property maintenance
    - viii. Food delivery
    - ix. Canada post mail services and other courier services
  - d. Caregiver: designated by the resident and/or their substitute decision maker and is visiting to provide direct care to the resident.
    - i. Caregivers must be at least 18 years of age
    - ii. Direct care includes providing support/assistance to a resident that includes providing direct physical support and/or providing social and emotional support

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 2 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

- iii. Only one caregiver may visit a resident who is isolating or in situations where a home/area of a home is in outbreak.
  - iv. A resident can designate up to four essential caregivers.
  - v. Effective March 15, 2022, only designated essential care givers, who are fully immunized will be able to visit during a suspect or declared outbreak.
2. General Visitor: a person who is not an essential visitor and is visiting to provide non-essential services to the home or a particular resident or group of residents.
- a. Examples of general visitors are:
    - i. Personal care service providers
    - ii. Entertainers
    - iii. Recreational service providers
    - iv. Animal handlers
    - v. Individuals who are touring the home to inform decisions regarding application for admission
    - vi. Persons visiting for social reasons that the resident or their substitute decision-maker assess as different from “direct care”.
  - b. General visitors are not permitted:
    - i. When a home/area of the home is in suspect or declared outbreak
    - ii. To visit an isolating resident
    - iii. When the local public health unit so directs
  - c. General visitors younger than 14 years of age must be accompanied by an adult

Where applicable, a person is fully immunized against COVID-19 if:

1. They have received the total required number of doses of a COVID-19 vaccine approved by The World Health Organization (e.g., both doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); **and**
2. They received their final dose of the COVID-19 vaccine series at least 14 days ago; **and**
3. They have remained up to date with all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible (Appendix C).

This policy applies to Essential Caregivers and General Visitors.

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

Support Workers are subject the Hastings County Corporate Policy 61: Corporate COVID-19 Prevention & Mandatory Vaccination Program.

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 3 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

Emergency services are not subject to this policy (EMS, Fire, emergency contracted services). Visitors for a palliative resident (which may include a visitor from out of country), are also not subject to this policy, but must pass active screening. This is subject to the discretion of the home on a case-by-case basis.

Pets are allowed to visit indoors with the below limitations:

1. Maximum of one pet per resident
2. Pet must be always leashed or in a carrier and kept with owner
3. Pet must only visit the resident it is intended to be with
4. Pet must stay in residents' room for the duration of the visit
5. The pet must be feeling well on the day of the visit and all immunizations are up to date

## **PROCEDURE FOR CAREGIVER DESIGNATION**

- The designation must be made in writing to the home with the following information:
  - Names of the caregiver(s)
  - Purpose of the designation
- If a resident is self-isolating or symptomatic and/or when the home is in an outbreak, only 1 caregiver per resident may visit at a time.
- Prior to allowing a caregiver in the home, the caregiver must pass active screening and a Rapid Antigen Test.
- Prior to a caregiver visiting any resident for the first time, the home will provide training to the caregiver addressing how to safely provide direct care, including putting on and removing appropriate PPE, and hand hygiene.
  - Document - Recommended Steps: Putting on PPE: <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>
- For Hastings Manor: The request to be a designated caregiver can be emailed to the Administration Services Coordinator at [merrittk@hastingscounty.com](mailto:merrittk@hastingscounty.com) or reached by phone at 613-968-6467 ext. 2232
- For Centennial Manor: email to Director of Nursing [tomal@hastingscounty.com](mailto:tomal@hastingscounty.com) or 613-332-2070 ext. 6609

## **PROCEDURE FOR VISITORS**

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 4 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

All visitors into the home will be actively screened and required to pass a Rapid Antigen Test or PCR test. The screening tool will be the most up-to-date screening tool issued by the Ministry of Health for Long-term Care Homes and Retirement Homes. The visitor must pass the screening process before proceeding into the home area.

1. Effective March 14, 2022, a resident is permitted to have four visitors at a time.
2. Visitor is actively screened at the entrance to the home
3. Visitor is advised to hand sanitize and don a surgical mask provided by the home. Masks must remain in place for the duration of the visit within the home, including the residents room.
  - a. Visitors under the age of 2 are not required to wear a mask
  - b. Parental consent is required for minors (individuals under 18 years of age) that undergo testing. If consent is not given and/or testing is refused, the individual is not permitted to enter the home. Infants under one year of age are not considered a visitor and are not required to be tested before entering the home.
4. The visitor must fill out the visitor log with name, date, time, phone number, and temperature
5. All caregiver and general visitors will be subject to policy IE-100 Panbio COVID-19 Antigen Rapid Test to enter the home.
6. All visitors are required to ensure social distancing with other residents and their visitors.
7. Eating and drinking are not permitted by visitors in the resident's room or any other common areas within the homes.
8. Effective April 27, 2022, masks are not required for visitors while outdoors with a Resident. Social distancing with other residents and their visitors must still be adhered to.
  - a. At Hastings Manor, outdoor spaces do not include the balconies as distancing is not possible. Approved spaces include the main floor outdoor spaces and 2<sup>nd</sup> floor gardens.

### **Emergency Response**

- Should there be an emergency during the visits; the emergency call bell should be activated by the nearest team member and the procedure for emergencies followed (see 07-01-05 Instructions for Residents and Visitors).

**In addition to the above requirements for visitors, the Home reserves the right to cancel visits at any time should the risks be considered too high, including visitors or residents not complying with the visitor policy, as well as:**

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 5 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

- If the home is considered in Suspect Outbreak or Full Outbreak, we will temporarily suspend all general visits until it is declared over.
- Outdoor visits are weather dependent. In the case of adverse weather conditions (heavy rain/heat advisories, etc.) outdoor visits will be cancelled and will be changed to a FaceTime/window visit/phone call.
- Given the challenge for residents with cognitive decline to adhere to the above policy; outdoor visits may not be approved if compliance to the policy cannot be followed.


### **Compliance**

- To manage and ensure the health and safety of our Residents and Team Members, non-compliance to the visitor policy may result in a visit being ended and/or prohibiting future visits.
- A non-compliant form will be used by the team members to track non-compliance. They will indicate areas of non-compliance and what steps of correction were taken.
- The team member will indicate the visitor(s) name, date, and why they were non-compliant.
- The team member will indicate what type of support was provided (verbal or written) to educate the visitors in complying with the policy.
- In the event of two non-compliances – a leadership team member will reach out to the visitor to provide support in understanding and adhering to the home’s visitor policy
- In the event of three non-compliance – outdoor and indoor visitations will be suspended for that visitor for a period, dependent on the severity of the non-compliance.
- If a visitor is prohibited from visits, the decision will be documented by the home outlining the steps taken to educate the visitor and the demonstration of continual non-compliance.
- In the event of non-compliance, based on the discretion of the home and the risk to the Resident, a visit may be ended when:
  - The home has explained the applicable requirements to visitations
  - The visitor has the resources available to adhere to the requirements
  - The visitor has been given sufficient time to adhere to the requirements

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 6 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

## APPENDIX A – VISITOR NON-COMPLIANCE REPORTING FORM

**NOTE: This is a sample of the form. Do not copy this page.**



**Hastings County**  
Supporting People & Our Communities

HASTINGS MANOR  
P.O. Box 458  
Belleville, ON K8N 5B2  
PH 613-968-6467 Fax 613-771-2409

CENTENNIAL MANOR  
P.O. Box 758  
Bancroft, ON K0L 1C0  
PH 613-332-2070 Fax 613-332-2837

**Resident Visit Non-Compliance Reporting Form**

**Name of Resident:** \_\_\_\_\_ **Villa:** \_\_\_\_\_

**Date of Visit:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Name of Visitor:** \_\_\_\_\_

**Name of Team Member:** \_\_\_\_\_

**Visit Ended – Time:** \_\_\_\_\_

**Notice 1** – Verbal Reminder

**Notice 2** – Verbal and Written Reminder (Policy provided)

**Notice 3** – Leadership Team contact (Policy discussed and/or provided)

**Notice 4** – Future visits are suspended

LENGTH OF SUSPENSION \_\_\_\_\_

The following concern was identified:

- The visitor did not hand sanitize.
- The visitor did not wear their mask appropriately.
- The visitor did not stay within the assigned area.
- The visitor brought a pet.
- The visitor passed an item to the resident.
- The visitor brought homemade food/drink for the resident.
- The visitor touched the resident.

Other (explain): \_\_\_\_\_

\_\_\_\_\_

Appendix A – Outdoor Resident Visitor – Screening Tool / Declaration Form


Page 1 of 1

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 7 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022


## APPENDIX B – PPE RECOMMENDED STEPS

**NOTE: This is a sample of the first page of the form. Do not copy this page.**

### Recommended Steps: Putting On Personal Protective Equipment (PPE)

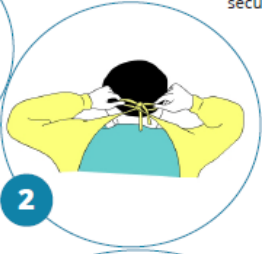


**1. Perform Hand Hygiene**




**2. Put on Gown**

- Tie neck and waist ties securely



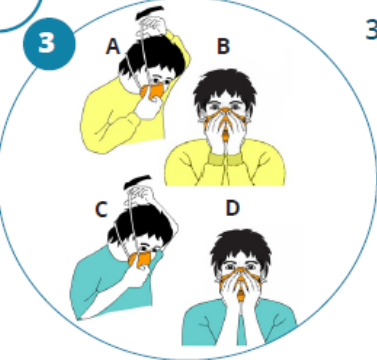
**5. Put on Gloves**

- Put on gloves, taking care not to tear or puncture glove
- If a gown is worn, the glove fits over the gown's cuff




**3. Put on Mask/N95 Respirator**

- 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




**4. Put on Protective Eyewear**

- Put on eye protection and adjust to fit
- Face shield should fit over brow



For more information, please contact Public Health Ontario's Infection Prevention and Control Department at [ipac@oahpp.ca](mailto:ipac@oahpp.ca) or visit [www.publichealthontario.ca](http://www.publichealthontario.ca).



### Reference:

Directive 3 – Date of Issuance June 4

[https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH\\_HPPA.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf)

<b>Hastings/Quinte Long Term Care Services Infection Prevention and Control Manual</b>	<b>IE-A-10</b> Page 8 of 8
Section: Outbreak Subsection: COVID-19	Policy/Procedure: Visitors During COVID-19
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 16, 2020 Revised: April 27, 2022 Reviewed: April 27, 2022

### APPENDIX C – COVID-19 Immunization schedule

<b>Table 1: COVID-19 immunization series for individuals ≥5 years of age</b>		
<b>Age at first dose</b>	<b>Recommended Intervals</b>	<b>Minimum Intervals</b>
5 to 11 years	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 8 weeks after 1 <sup>st</sup> dose	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 21 days after 1 <sup>st</sup> dose
12 to 17 years	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 8 weeks after 1 <sup>st</sup> dose Booster dose, 6 months after 2 <sup>nd</sup> dose	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 21 days after 1 <sup>st</sup> dose Booster dose, 8 weeks after 2 <sup>nd</sup> dose
≥18 years	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 8 weeks after 1 <sup>st</sup> dose Booster dose, 3 months after 2 <sup>nd</sup> dose	1 <sup>st</sup> dose 2 <sup>nd</sup> dose, 21 days (Pfizer-BioNTech) or 28 days (Moderna) after 1 <sup>st</sup> dose Booster dose, 8 weeks after 2 <sup>nd</sup> dose
<b>Notes:</b> <ul style="list-style-type: none"> <li>For 1<sup>st</sup> and 2<sup>nd</sup> doses, the vaccine manufacturer indicates the minimum intervals above, however the CIG recommends that the minimum interval between 1<sup>st</sup> and 2<sup>nd</sup> doses is 19 days (Pfizer-BioNTech) or 21 days (Moderna).</li> <li>Moderately or severely immunocompromised individuals ≥5 years are recommended to receive a 3 dose primary series. The recommended interval for the 3<sup>rd</sup> dose is 56 days after the 2<sup>nd</sup> dose and the minimum interval is 28 days after the 2<sup>nd</sup> dose.</li> </ul>		