



## STATEMENT OF POLICY AND PROCEDURE

<b>Manual:</b>	Administrative Manual	<b>Effective:</b>	09-2020
<b>Section:</b>	Resident Services	<b>Revised:</b>	
<b>Subject:</b>	<b>COVID – 19 Non-Adherency by Visitors</b>		

### PURPOSE:

There is an ongoing need to protect LTC home residents and staff from the risk of COVID-19, particularly as LTC home residents are more susceptible to infection from COVID-19 than the general population due to their age and medical condition. 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 maintaining their emotional well-being. These rules are in addition to the requirements established in the *LTCHA and Ontario Regulation 79/10*.

### DEFINITIONS:

**Essential Visitors:** are defined as:

An essential visitor is person performing essential support services (e.g., food delivery, inspector, maintenance, or health care services) or a person visiting a very ill or palliative resident.

#### **Other Types of Essential Visitors Include:**

**A support worker:** is a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home.

- Examples of support workers include physicians, nurse practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC home as defined in the *LTCHA*.

**A caregiver:** is a type of essential visitor who is designated by the resident and/or their substitute decision-maker 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).

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

a) To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or,

b) For social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.

### **POLICY:**

Homes have the discretion to supervise visits in order 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.). Where a home needs to supervise visits, the supervision should be implemented in a manner that respects the resident's right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference under paragraph 14 of subsection 3(1) of the LTCHA

Non-compliance with Marianhill's policies could result in a discontinuation of visits for the non-compliant visitor.

### **PROCEDURE:**

Visitors must attest to having read/re-read Marianhill's Visitor Policy prior to their first visit and monthly thereafter. Visitors must truthfully respond to the active screening questions before admittance, and upon leaving.

Visitors who are not adhering to Marianhill's policy will be provided education and support to help enable adherence. This will be documented and attested to by the Visitor. Actions which negatively impact the health and safety of residents, staff and other visitors in the home as well as actions demonstrated continuously by the visitors over multiple visits or are by a visitor whose previous visits have been ended by the home will be addressed.

Before ending a visit by any visitor who repeatedly fails to adhere to the visitor policy the Home will:

- ensure that the applicable requirements have been explained;

- ensure that there is sufficient space to physically distance (this includes meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*).
- supplied the PPE and demonstrated how to correctly put on PPE, etc. and
- the visitor has been given sufficient time to adhere to the requirements.

After all reasonable efforts to maintain safety during visits have been exhausted the decision will be made to temporarily prohibit a visitor.

Marianhill will document when a visitor has been prohibited, including the requirements the visitor should meet before visits may resume. (Appendix A)

When the home has temporarily prohibited a caregiver, the resident and /or their substitute decision-maker may need to designate an alternate individual as caregiver to help meet the resident's care needs.