

County of Renfrew Long-Term Care Homes Standard Operating Procedures (SOPs)			
DEPARTMENT: General			SOP#: G-026
SOP: Visiting Policy for the County of Renfrew Long-Term Care Homes: Bonnechere Manor and Miramichi Lodge			
ORIGINAL DATE: July 21, 2020	DATE LAST REVIEWED: June 11, 2022	COVERAGE: All Employees, Visitors	PAGE #: 1 of 3

PURPOSE:

To support the residents emotional well-being by providing meaningful and equitable access to visits for all residents with consideration of the staffing and space capacity available to maintain the safety of residents, staff and visitors while adhering to the current directives such as from the Ministry of Health, Ministry of Long-Term Care and Public Health Ontario Guidelines and all other applicable guidelines.

DEFINITIONS:

Essential Caregiver: can be designated by the Resident or their Substitute Decision Maker to provide support with: Feeding, Mobility & Personal Hygiene; Cognitive Stimulation & Communication; and Meaningful Connection, Relational Continuity & Decision-making.

General Visitor: is 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 include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

Government Inspector with a statutory right of entry: is a person who works for a government agency (i.e., Ministry of Long-Term Care Inspector, Ministry of Labour Inspector). Government inspectors who have a statutory right of enter a long-term care home to carry out their duties must be granted access to the home.

People visiting very ill or palliative residents: is a person visiting a resident that is provided with end-of-life care.

Support Person: is a person who helps a resident with a disability perform daily tasks. A support person may accompany an essential caregiver, support worker or general visitor in the Home.

REQUIREMENTS:

- a) In the event that a Home enters into an outbreak, all non-essential visits (General Visitors) must end.
- b) If the resident is on isolation precautions (i.e., COVID-suspect) only registered Essential Caregivers are permitted to visit unless end of life.
- c) Essential visits (resident is end of life) will still be allowed but must pass screening.
- d) Increased local community COVID may result in temporary cessation of visits.

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- e) The Home will provide information to visitors on Infection Prevention and Control procedures regarding masking via posters and videos provided within the Home.
- f) Non-adherence to Home procedures/protocols will may result in discontinuation of visits for that visitor.
 - i. Recognize that visits and caregiving are critical in supporting a residents emotional well-being and providing care needs
 - ii. Consider the impact if visiting rights are discontinued
 - iii. Make every reasonable effort to ensure that any disruption to visiting is reflective and proportionate to the severity of the non-adherence
 - iv. Protect residents, staff and visitors from the risk of COVID-19 and other infections.

VISITOR REQUIREMENTS:

- a) Visitors are permitted to a maximum of four (4) visitors at a time for indoor visits.
- b) Visitors must maintain mask compliance at all times. No eating and/or drinking permitted while visiting.
- c) Registered Essential Caregivers must provide proof of three (3) COVID vaccines.
- d) All general visitors, including children under the age of five, can visit. General Visitors, with the exception of children under the age of five, must provide proof of a minimum of two (2) COVID vaccines.
- e) All visitors whether visiting inside or outside the Home must register and screen in prior to visiting.
- f) Rapid Antigen testing is required for all indoor visits.

To register as an Essential Caregiver, please contact the following:

Trisha Michaelis, Director of Care, Bonnechere tmichaelis@countyofrenfrew.on.ca
 Kelsey Wagstaff, Social Worker, Miramichi Lodge kwagstaff@countyofrenfrew.on.ca

Please review the [Public Health Ontario resources](#) to support IPAC and PPE education and training:

- guidance document: [recommended steps: putting on personal protective equipment](#)
- video: [putting on full personal protective equipment](#)
- video: [taking off full personal protective equipment](#)
- videos: [how to hand wash](#) and [how to hand rub](#)

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PROCEDURE:

1. The visitor **must be**:
 - Feeling well
 - Adhere to the Home policies/practices
2. The visitor will arrive to the Home don mask complete the screening tool electronically via ePass or with the screener at the Home as per Appendix A.
3. Any visitor that fails the screening, will NOT be permitted to enter the home on that occasion and should be given Public Health information about how to self-isolate.
4. A visiting log will be maintained by the Home of all visits for a minimum of 30 days. The visiting log will include:
5. All visitors who enter the home must undergo surveillance testing each day they enter the home. If they have already completed surveillance testing at another facility, they must provide proof of their negative test. Children under the age of 1 are exempt for surveillance testing.

Appendix A COVID-19 Screening Tool ePass App

Reference(s):

Ministry of Long-Term Care Guidelines

COVID-19 Screening Tool ePass App

Text to number: 226-243-8646 with the message c19bon (for Bonnechere Manor)

226-243-8647 with the message c19mir (for Miramichi Lodge)

You will receive a link to the SSC ePass, where you will enter your information or if this is unavailable to you, the Screener inside the Home will complete the survey for you. Screening is completed on entrance only.

ePass Questions:

Site: Bonnechere Manor / Miramichi Lodge (predefined by text number)

1. Reason for Visit: *Select*
 - Essential Caregiver
 - Staff
 - General Visitor/Contractor (18 years and older)
 - General Visitor/Contractor (under 18 years)
 - Resident
 - Palliative Visitor (18 years and older)
 - Palliative Visitor (under 18 years)
 - Student (18 years and older)
 - Student (under 18 years)
2. Has a Doctor, Health Care Provider or Public Health Unit told you that you should currently be isolating (stay at home)?
3. In the last 10 days, have you tested positive on a Rapid Antigen test or a home-based self-testing kit? If you have since tested negative on a lab based PCR test, select 'No'.
4. In the last 14 days, have you been identified as a 'close contact' of someone who currently has COVID-19? If you are fully immunized and have not been advised to self isolate by public health, select 'No'.
5. In the last 14 days, have you received a COVID alert exposure notification on your cell phone? If you are fully immunized and/or have already gone for a test and got a negative result select 'No'.
6. In the last 14 days, have you travelled outside of Canada and been advised to quarantine per the federal quarantine requirements? If you or anyone you live with are exempted from federal quarantine as per Group Exemptions Quarantine Requirement under the Quarantine Act, select 'No'.
7. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms? If you are fully immunized, select 'No'. If the individual experiencing symptoms received a COVID-19 vaccine in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and/or joint pain and only began after vaccination, select 'No'.
8. Are you fully vaccinated (must be 14 days since final dose of COVID-19)
9. I declare that to the best of my knowledge the information that I have provided is true.