



# Long Term Care Policy

## Designated Care Partners

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**Approved by:** Director of LTC

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**Policy Number:** IX-N-10.46

**Manual:** Infection Prevention and Control

**Author:** Grey County

**Colour It Standard:** Organizational Safety

### References and Related Documents

[Hotel Dieu Grace Coordinated Care Program](#)

[Canadian Foundation for Healthcare Improvement #MoreThanAVisitor](#)

[South West Region Pandemic Planning Caregiver Outdoor Visiting Phase 1](#)

[Grey County Workplace Violence Prevention Program](#)

[Communicating with Visitors LTC Visitors](#)

[NIA Visitor Guidance Document](#)

[Ontario Caregivers Partners in Care](#)

[Minister's Directive: COVID-19 Response Measurers for long term care homes April 27 2022](#)

### Forms

IX-N-10.46(a) Designated Care Partner Commitment FORM

IX-N-10.46(b) IPAC DCP Education Booklet

IX-N-10.46(c) Pandemic Visitation Phase 1-3

IX-N-10.46(d) Designated Care Partner Roles and Responsibilities Poster

IX-N-10.46(e) Grey County Visiting Charts

## Policy

The County of Grey Long Term Care homes aspire to provide exemplary care that enriches quality of life. The aim of managing visitors during a pandemic is to balance the need to mitigate risks to residents, staff, and visitors with the mental, physical and spiritual needs of residents. Resident Centered Care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, residents, and families. Colour It Your Way is our promise to provide resident centered care.

Our care communities recognize the important role of families/loved ones as allies for safety, quality and acknowledges that connections are integral to the health, and overall wellbeing of each resident.

In response we have introduced the Designated Care Partner (DCP), this role will allow an expansion of visitors for residents whose health and overall wellbeing would benefit from a Designated Care Partner. A DCP is an individual who are not staff, an essential visitor nor on-site contractor that provide care and services to a resident in our home. In many cases, essential caregivers are family members.

Note: Essential Visitor is defined as including a person performing essential support services (i.e. food delivery, inspector, maintenance or health care services (i.e. phlebotomy) or a person visiting a very ill or palliative resident; including compassionate care that addresses the resident's physical, mental and overall wellbeing.

## Procedure

The following guidelines have been reviewed and revised in consultation with Public Health and our Clinical team and take into consideration the level of risk:

1. A Designated Care Partner for a resident is an individual:
  - Who provides care services to one resident, and
  - A DCP is an individual who are not staff, an essential visitor nor on-site contractor that provide care and services to a resident in our home. In many cases, essential caregivers are family members.
  - A DCP may be a family member of the resident but does not need to be one.
  - An individual may only be a Designated Care Partner for a resident at one long term care home at a time.
2. The clinical team and the resident and/or SDM identify aspects of the care plan that can be performed by a DCP.
  - Clinical team or designate will ask the resident and/or SDM for the name individuals that will serve as the DCP.
  - If the identified DCP is not the SDM, consent to release information will be signed by the resident or SDM, allowing the care community to speak to the DCP regarding care plan using the current release of information form.
  - There may be times when the DCP will be asked to temporarily leave the room if their roommate is in need of assistance.
  - Grey County endeavors to provide each resident with safe, high-quality care and must ensure a safe environment for residents, staff, volunteers and members of the public at all times. For everyone's safety and protection Grey County has a Workplace Violence Prevention Program and Respectful Workplace policy and does not permit any kind of violence

or aggressive behaviour. If DCP becomes aggressive or violent they may be asked to leave the premises.

- A schedule may be developed to ensure fairness and equity among residents. This will be pre-communicated to the DCPs by the clinical team.
  - The need may arise to increase or decrease the program based on the conditions within the health care system, as well as individual resident care needs. This will be communicated to the DCPs and resident as soon as possible in the event that the care community needs to make adjustments.
  - If the home is in outbreak, a maximum of one (1) caregiver pre resident may visit at a time unless otherwise directed by Public Health.
3. Designated Care Partner visits may include, but are not limited to the following:
- Emotional support
  - Assistance with feeding
  - Assistance with mobility
  - Assistance with personal care
  - Communication assistance for persons with hearing, visual, speech, cognitive, intellectual or memory impairments
  - Visits for supported decision making
4. Expectations of the DCP
- All eligible Designated Care Partners to provide proof of having received a third dose by March 14/22, unless they have a valid medical exemption. For those who are only eligible to receive a third dose after March 14th, they must provide proof of a third dose within 30 days of becoming eligible. New caregivers that are unable to receive 3<sup>rd</sup> dose due to recent COVID-19 infection, must provide proof of 3<sup>rd</sup> dose vaccination within 10 days of becoming eligible.
  - Maximum number of caregivers (DCPs and visitors) per resident at a time determined by Ministry of Long Term Care Guidance Document or as directed by Public Health.
  - Must be identified by the resident and/or SDM
  - Must be willing to participate in training and provide the care requested
  - DCP must be physically, cognitively, emotionally able to provide care elements identified.
  - Prior to participation, it will be mandatory for all DCPs to complete educational training on the following;
    - Infection Control practices, physical distancing, PPE use, respiratory etiquette, hand hygiene etc.
    - Read, understand, and agree to the DCP policy
    - Review visitor policy monthly

- Participate in the COVID-19 testing/screening process as per provincial direction.
  - A DCP must provide essential caregiver support to a resident in one long term care home at a time. (not in more than one healthcare location/site).
  - DCPs will be actively screened for signs and symptoms of illness, including COVID19, prior to every entry into the care community.
  - DCPs with signs or symptoms of illness or who fail the screening will not be permitted into the care community. If the DCP visited the home within 48 hours of their illness, DCPs are to notify the home and may be requested to complete a PCR test.
  - DCPs must always wear a surgical mask, eye protection as per Ministry direction. Additional PPE may be required as determined by care community
  - DCPs will ensure they are aware of the visiting requirements/restrictions depending upon the current home conditions (e.g. Outbreak, or COVID framework)
  - DCPs will only provide care to their loved one and care shall be provided according to the care plan for the resident
  - All DCPs will be required to wear identification for the duration of their time in the care community. Note this ID is not transferable to another person.
  - DCPs will be required to sign a commitment form that identifies the training that has been provided and that the DCP will adhere to all standards outlined.
  - Violations of any of the above expectations may result in cancellation of the DCP.
5. Appeal Process for residents, families and DCPs
- In the event that a resident, and/or SDM, and/or DCP disagree with a determination of the Clinical Team decision to remove or decline access the following process will be followed:
    - Notice of the disagreement to a decision will be submitted to any member of the leadership team.
    - The notice will go to the Executive Director to review the details of the concern and make every attempt to rectify the concern. The Executive Director may include the Medical Director, Social Worker, BSO representative, Family Council representative, Resident Council representative as resources to support solution finding and decision making.
    - If no resolution the concern will go to the Director of Long Term Care. Final determination will be made regarding the concern and communicated to all the parties involved.