

## Indoor Visits – Lee Manor

### Purpose

The Indoor Visits procedure will enable residents to have safe face-to-face visits while the restrictions remain in place based on the MOLTC Resuming Visits in Long Term Care Homes Guidelines as of June 10, 2020 and the MOLTC Visitor Policy released on July 15, 2020.

### Responsibility

It is the responsibility of all employees, residents and families to follow the procedure, maintain physical distancing and practice hand hygiene to ensure the safety of the residents, and minimize the spread of COVID-19.

### Equipment

- Visitor Station
- Furniture that is not permeable and can be wiped with cleaning products
- Cleaning trolley for use between visits
- Hand Sanitizer
- Personal Protective Equipment (PPE)

### Method

1. Designated staff member will oversee the scheduling of staff resource, coordinate resident attendance and communicate to visitor the procedure for the visit.
2. Team may consist of but is not limited to the following individuals: Volunteer Coordinator, available staff to support visit, Screeners, and existing volunteers.
3. Residents in LTC will have access to the indoor visiting area 7 days a week.
4. Family members will be able to book their visit using the Bookings App or by telephoning the designated staff member. At that time, they will be notified of the following visit requirements:
  - Visitors must attest to a COVID 19 negative test within two weeks of the visit.
  - Two (2) visitors at a time and visiting time cannot be split between additional individuals.
  - One (1) visit per week per resident. The persons visiting can change from week-to-week.
  - Visit may be at least 30 min in length.
  - Visitors will arrive 5 minutes prior to their scheduled time to allow time for

- screening.
- Visitor will arrive with face covering/mask donned but will be required to transition to a surgical mask and gown that is provided from the home.
  - Designated visitor washroom will be available.
  - Visitors are not to bring food or drink to their visit. Any items that they have brought must be delivered to the holding area and will be held for 24 hours prior to delivery.
  - No Children under the age of 12
  - Visitors may not bring pets.
  - Physical distancing must be adhered to throughout their visit. They may not come into contact with the resident.
    - Special consideration: In response to requests we have consulted with Public Health who continues to recommend you maintain physical distancing and to avoid handshake and hugging but if you must hug your loved one at the beginning and end of your indoor visit you may embrace for less than 30 seconds (the shorter, the lower the risk of transmission). Please note hand hygiene must occur before and after embrace and any direct contact increases the risk of transmission. Request to be noted on electronic booking tool when scheduling your indoor visit
  - The resident is not required to wear a mask or face covering.
  - Visitors will be screened upon arrival.
5. On the day of the visit the designated staff member will screen the visitor, including temperature check. Appropriate Personal Protective Equipment (PPE) will be worn. Education will be provided by the staff member to the visitor related to the following:
- The visitor must perform Hand Hygiene upon entering and exiting the visiting area. Information will be available on how to properly perform Hand Hygiene using alcohol rub.
  - Information will be available on donning and doffing masks.
  - Physical distancing must be adhered to. Information on Respiratory Etiquette will be available.
  - Failure to follow the guidelines may result in future visiting restrictions.
6. Cancellation of visits is at the discretion of the facility due to unforeseen circumstances. If the visit has to be cancelled, they will be notified at a minimum of 1 hour prior to the visit.
7. Staff supporting visits will assist the resident from their home area and escort them to and from the visit. They will notify the designate staff of their arrival to ensure the visitor has been screened prior to entering the indoor visiting space.
8. If required, a staff member will remain with resident if they cannot independently participate in visit.
9. Designated staff will clean the visitor and resident area prior to visits and following visits. A cleaning trolley will be provided by environmental services.
10. Staff member to ensure the visit is documented in the resident's electronic health

record.

11. The care community will maintain all records related to the family visiting process.

12. In the event that the home enters into an outbreak, the home must end all indoor visits.

## Special Considerations

Residents who cannot safely participate in the visit due to behaviours and/or wandering will be assessed on an individual basis. Please contact the home directly to discuss any special circumstances.

Any exceptions for the above restrictions must be approved by the Medical Director or the Director of Long Term Care.

## References

MOLTC Visitor Policy update to Directive #3

[https://ltchomes.net/LTCHPORTAL/Content/Snippets/LTC%20Visitor%20Policy%20\(EN\)\\_em.pdf](https://ltchomes.net/LTCHPORTAL/Content/Snippets/LTC%20Visitor%20Policy%20(EN)_em.pdf)

MOLTC Resuming Visits in Long Term Care

[https://files.ontario.ca/mltc-resuming-visits-long-term-care-homes-en-2020-06-11-v3.pdf?\\_ga=2.69693971.247268254.1591965650-437446737.1571837492](https://files.ontario.ca/mltc-resuming-visits-long-term-care-homes-en-2020-06-11-v3.pdf?_ga=2.69693971.247268254.1591965650-437446737.1571837492)

COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007, Issued under Section 77.7 of the Health Protection and Promotion Act (HPPA), R.S.O. 1990, c H.7, June 10, 2020.

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

Public Health Ontario Prevention and Management of COVID-19 in Long Term Care and Retirement Homes, June 2020

<https://www.publichealthontario.ca/-/media/documents/ncov/ltcrh/2020/06/covid-19-prevention-management-ltcrh.pdf?la=en>

Grey County Point of Contact Infographic

<https://docs.grey.ca/share/public?nodeRef=workspace://SpacesStore/390c4f6d-d647-4f62-8f5c-33cde7db73fd>