Policy
The Dearness Home will provide an organized process to ensure a safe environment for visits that follows provincially mandated direction and Public Health infection control protocols. This policy must be read in conjunction with the appended education material and guidance documents.

Purpose
Within the ongoing and changing constraints of the pandemic, to seek to maintain emotional well-being by the provision of meaningful, equitable and safe access for visitors.

Visitor Type

Essential Visitor: Essential Visitors are the only visitors allowed to visit when a resident is self-isolating or symptomatic, or when the Home in outbreak.

Types of Essential Visitor:

Person performing essential support services (i.e. food delivery, inspector, maintenance workers, or health care services – phlebotomy etc.).

Person visiting a very ill or end-of-life resident:
- End-of-life period is determined by the physician and communicated to the Power of Attorney/Substitute Decision Maker (POA/SDM for care) by Dearness Home.
- Maximum of 2 people may be designated as Essential Visitors for end of life by the SDM/POA and both may visit at the same time.
- End-of-Life visitor will:
  - Wear the provided butterfly sticker in a visible area of their upper bodies at all times.
  - Do not have to observe visiting times.

Essential Support Worker:
- Type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home (i.e. physicians, nurse practitioners, maintenance workers.)

Essential Caregiver (EC):
- Type of essential visitor who is designated by the resident and/or their POA/SDM 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).

For full details, in Appendix see Essential Caregiver Information Package and Guidelines.
General Visitor:

- Defined as any family member, close friend or neighbour, or a person hired by the resident or their POA/SDM for non-essential services
- General Visits include indoor and outdoor, window and virtual options, and must be scheduled with the Home by the resident or their POA/SDM
- General visitors who are screened will be asked to verbally attest they read this policy every month

For more details, in Appendix see Visitor Information, Indoor Visit; Visitor Information, Outside Visit; Dearness Home Visits – Which is Best for Me?

General Information

COVID-19 Response Framework:

The government has implemented a colour coded system for responding to the varying levels of infection in regions across the province (green, yellow, orange, red and grey). Access to the Home will vary according to the current designation of the London area (see detail in appendices).

Communication:

Dearness Home will communicate evolving visiting information and policy:

- **For Residents**: via posting information on noticeboards and/or TV screens and channels, in-person conversations, and Resident Council minutes binder.
- **For POA/SDM for care**: via robo-calls, e-mails and posting information on the Dearness Home website.
- **For Other potential visitors**: via robo-calls and posting information on the Dearness website.

**Note**: Whenever practically possible, visiting changes will be implemented following either discussion with, or prior notice to, both the Resident Council and the Family Council.

Temporary Suspension of General Visits:

- If Dearness is in suspected or confirmed outbreak, all non-essential visitations, other than window or virtual visits, will be temporarily cancelled.
- Visits will not occur where the resident has suspected or confirmed COVID-19, where the resident is currently observing 14-day droplet/contact isolation precautions or where London is placed into the Orange, Red or Grey provincial pandemic alert level.
- With the support of the Resident and Family Councils, and with consideration of any government or Public Health Unit guidance, Dearness Home may suspend visits for
temporary periods where it becomes apparent that the risk of transmission in our community is high.

Shortages of Personal Protective Equipment (PPE)

- If Dearness is not able to supply surgical/procedure masks or other PPE required to ensure infection control, visitors will not be permitted in the Home.
- Essential Visitors who wish to enter Dearness on their employer’s instructions may do so if they have appropriate PPE supplied by their employer.

Responsibility:

- The Manager, Community Life will monitor and oversee the Family Visits during a Pandemic.
- The Director of Care will direct infection control in relation to visits to the Home.
- The Administrator will have overall responsibility and draft policy and related guidelines.

Procedure for visits to the Home:

- The Manager, Community Life will monitor and oversee scheduling visits during the times allotted on designated visit days.
- Indoor and Outdoor visits will be allotted in 30 minute increments to allow all families/friends to visit their loved ones.
- Every attempt will be made to meet requests for a resident visit one time each week, depending on available staffing resources.
- The outside and inside visiting areas will be cleaned and disinfected between every visit.
- The Home will create and maintain a lists of General Visitors and Essential Caregivers, and of Essential Visitors at the end of life. These lists will be available for relevant/appropriate staff members to access.
- All visitors seeking access to the Dearness Home will enter through the main entrance and must pass an active screen, including a temperature check, in order to do so.
- All visitors who have accessed Dearness Home must pass the same screen upon leaving.
- Details of screening questions, temperature requirements and staff responsibilities will vary according to applicable government and Public Health Unit guidance, and circumstances in the Home. Required processes will be detailed in internal documents that must be followed by screeners and relevant Dearness Home employees.
Determining Priority for Arranging General Visits

Dearness will consider the following:
• How well the resident is doing psychosocially dealing with isolation from family/friends.
• Pre-COVID-19 visiting frequency of the family.
• Resident decline in condition.
• Extenuating family circumstances (i.e. spouse is also isolated).
• Resident/family has not had virtual visits due to the family not having the appropriate technology (i.e. internet, iPad, etc.).

Scheduling General Visits

• Dearness Home will work with the resident, the POA/SDM for care to arrange visits – all materials will be shared and the expectation is that all visits will be arranged through them.
• Each individual will be scheduled for a visit by the designated staff member.
• Every attempt will be made to accommodate a minimum of one visit for each resident per week depending on available staffing resources.
• Once scheduled, the visitor will be provided with this policy via email, or be asked to view it on our website, or be able to view it upon arrival.
• The individual visiting a resident will be asked to not arrive any sooner than 15 minutes before their scheduled visit so that they are not crossing paths with other visitors.

Visitor Requirements (including screening and PPE instructions):

• For Outside Visits, visitors must follow provisions in “Visitor Information for Outside Visits” and the relevant guidance from the “Education Presentation – COVID-19” (see Appendix).
• For Inside Visits, visitors must follow provisions in “Visitor Information for Inside Visits” and the relevant guidance from the “Education Presentation – COVID-19” (see Appendix).
• Essential Caregivers must follow provisions in: Essential Caregivers, Information Package and Guidelines and in the Education Presentation – COVID-19 (see Appendix).

Non-Adherence by Visitors:

The home has the discretion to end a visit by any visitor who repeatedly fails to adhere to the home’s visitor policy, provided:
• The home has explained the applicable requirement(s) for the visitor;
• The visitor has the resources to adhere to the requirement(s) (e.g., the home has supplied the PPE and demonstrated how to correctly put on PPE, etc.); and
• The visitor has been given sufficient time to adhere to the requirement(s)

The home must document when a visit has been ended due to non-adherence.

**Temporarily Prohibiting a Visitor:**

Dearness Home has the discretion to temporarily prohibit a visitor in response to repeated and flagrant non-adherence with the home’s visitor policy. In exercising this discretion, Dearness will consider whether the non-adherence:

• Can be resolved by successfully explaining and demonstrating how the visitor can adhere to the requirements.
• Is within requirements that align with instruction in Directive #3 and guidance in the visiting policy by the Ministry of Long-Term Care.
• Negatively impacts the health and safety of residents, staff, and other visitors in the home.
• Is demonstrated by the visitor over multiple visits.
• Is by a visitor whose previous visits have been ended by the home.

Any decision to temporarily prohibit a visitor will:

• Be made only after all other reasonable efforts to maintain safety during visits have been exhausted;
• Stipulate a reasonable length of the prohibition;
• Clearly identify what requirements the visitor should meet before visits may be resumed (e.g. reviewing the home’s visitor policy, reviewing Public Health Ontario resources, etc.); and
• Be documented by the home.

**Appendices:**

• Education Presentation – COVID-19
• Dearness Home Visits – Which Visit is Best for Me?
• Essential Caregiver Information Package and Guidelines
• Visitor Information for Inside Visit
• Visitor Information for Outside Visit