

<b>Infection Control: Pandemic</b>	<b>Policy Number: IC - 7 - 007</b>
<b>Category: Indoor RHA Visits</b>	<b>Implementation Date: September 15, 2020</b>
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## **INDOOR RESIDENT HOME AREA VISITS (RETIREMENT)**

### **Purpose**

This policy supports indoor visits to resident home areas while adhering to the current directives from the Ministry of Health, Ministry of Long-Term Care and Public Health Ontario Guidelines and all other applicable guidelines.

The Elliott Community recognizes that being able to connect with friends and family is essential to resident's emotional health and well-being so our visits are guided by the following principles:

**Safety:** Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.

**Emotional Well-being:** Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.

**Equitable Access:** All individuals seeking to visit a resident must be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

**Flexibility:** The physical/infrastructure characteristics of the long-term care home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) are all variables to take into account when setting home-specific policies.

**As the pandemic situation evolves in Ontario, the direction regarding visits in long-term care homes will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront.**

### **Requirements for Indoor Visits**

- The Home must not be in outbreak
  - The resident must not be on self-isolation
  - The Home requests at least 24 hours' notice for an indoor visit as there is a limited number of spaces available.
  - Visits can be booked 15 days in advance.
  - A limit of no more than 2 visitors at one time to allow for appropriate physical distancing.
  - Visits must be kept to the resident room when on the home area.
  - Visitors may bring the resident to the gardens through the Ann Flowers lounge but must practice physical distancing from others.
  - Visitors and residents are encouraged to practice physical distancing for the duration of their visit. However, visitors can engage in close physical contact (i.e. less than 2 metres)
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with a resident to support their emotional well-being provided the visitor hand sanitizes and wears a medical mask and shield at all times.

- Indoor visits will be booked online using The Elliott Website.
- Visits that are not pre-booked in advance will not take place although may be considered under extraordinary circumstances.
- Indoor visits will be accommodated between the hours of 10:00 – 11:30 AM and 1:30 – 4:00 PM Monday to Friday.
- To ensure equitable access for everyone visits are limited to one per week.
- **Visitors are to come to the front entrance of 170 Metcalfe Street for Nottingham and Retirement Plus residents and to the ramp entrance at 168 Metcalfe St for Ellington residents**
- The outside doors will open automatically. Once you enter the vestibule press the gray intercom button and reception will open the doors for 170 Metcalfe, for 168 Metcalfe-Ellington-press #99 if someone is not sitting at the doorway
- Visitors will be provided with a medical mask and shield upon entering the home that must be worn at all times when visiting.
- Visitors may choose to bring their own personal shield but must ensure it is disinfected before entering the home.
- Visitors will be screened in using our automated thermal guard technology.
- Visitors must show proof of a COVID-19 negative test result taken within 2 weeks of the visit.
- Visitors who are unable to print a hard copy of their test results please bring your Health Card so staff can assist you in accessing your results.
- Visitors will be provided with a sticker with the current date to clearly identify that you are a visitor and the reason for your visit.
- If a visitor does not pass the screening or does not comply with the homes protocols, the visit will be cancelled.
- All goods or items that are brought in by the visitor can be brought directly to the resident's room.
- Visitors must use the resident washrooms.
- Visitors must be screened out after the visit.
- The shield is to be returned at the reception area upon exiting the home.
- Please sanitize your hands upon leaving the home.
- No pet visits are allowed at this time.

## References

COVID – 19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007

Ministry of Long-Term Care – Update on Visits to Long-Term Care Homes

[ontario.ca/coronavirus](https://www.ontario.ca/coronavirus)

Centre for Disease Control and Prevention – [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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