

Visiting Procedures at Providence Manor

<u>Visiting Requirements Table</u>	2-3
<u>General Visiting Hours Table</u>	4
<u>Keeping Residents and Staff Safe</u>	4
<u>Essential Caregivers & Essential Visits</u>	4-5
<u>General (Social) Indoor Visits</u>	5-6
<u>General (Social) Outdoor Visits</u>	6
<u>Window Visits</u>	7
<u>Resident Absences Table</u>	7-8
<u>Short Stay Absences</u>	8-9
<u>Temporary Absences</u>	9

Overview

Seeing and being close to those you love is important at the best of times, but especially so during stressful times such as a global pandemic. Visitor limitations are painful for everyone, including residents, families and care teams at Providence Manor.

Each adaptation to our visiting policy is taken with considerable thought, and in keeping with government directives. These directives require homes to mitigate risks to residents, staff and visitors while meeting the overall wellbeing, mental, physical, and spiritual needs of residents.

Decisions are being made with compassion for all who live at Providence Manor. We know long-term care homes across the country have been impacted the hardest by COVID-19 and residents are among the most vulnerable.

As the COVID-19 situation evolves in our region, visiting procedures will continuously be updated. The safety and well-being of residents and staff remains our top priority.

The following procedures will take effect on September 14, 2020.

Table 1
Visiting Requirements

	General Visitors Previously known as “Designated Visitors” Approved by the Resident or Substitute Decision Maker (SDM) Includes someone visiting for social purposes or to provide non-essential care			Care Visits	
	Virtual Visits And Window Visits	Social Outdoor Visits	Social Indoor Visits	Essential Caregivers Designated by the Resident or SDM, provides direct care to the resident; may include family members, a privately-hired caregiver, etc.	Essential Visitors A person visiting a very ill or resident at end-of-life
How to schedule	Call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca	Call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca	No scheduling required for designated Resident Home Area days (see Table 4) For Sunday visits (special circumstances) call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca	Call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca	Speak with care team Call 613-548-7222
Max. # of visitors	No restrictions	Unlimited but maximum two (2) at a time	Unlimited but maximum two (2) at a time. We request visitors to arrange their own schedules	Two (2)	Two (2)

	Virtual & Window Visits	Social Outdoor Visits	Social Indoor Visits	Essential Caregivers	Essential Visitors
Screening Required	No	Yes	Yes	Yes	Yes
Mask for duration of visit?	No	Yes – Visitors bring their own masks	Yes – Masks provided (please save mask in paper bag and re-use during next visit).	Yes – Masks provided (+additional PPE as required)	Yes – Masks provided (+additional PPE as required)
Physical distancing ?	No	Yes	Yes	Must be maintained with other residents and care team	Must be maintained with other residents and care team
Negative COVID-19 test in last 14 days?	No	No	Yes - Must show proof of negative COVID-19 swab	Yes - Must show proof of negative COVID-19 swab	No
Permitted during outbreak?	To be determined by Public Health	No	No	Yes – Only one (1) at a time	Yes
Visiting hours	Virtual - 30 minutes Window – 30 minutes 9 – 11 a.m. or 2 – 4 p.m. Monday through Friday	30 minute limit 9 – 11 a.m., 2 – 4 p.m. On scheduled Resident Home Area Day Weather permitting	9 – 11 a.m. or 2 – 4 p.m. On scheduled Resident Home Area Day	24 hour access	24 hour access
Total number of visits per week	One (1) visit of any type			Unlimited	Unlimited

Table 2

General Visiting Hours:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
INDOOR visits ONLY						
9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.	9-11 a.m. 2-4 p.m.
Must be scheduled For special circumstances only	Montreal 3	Montreal 4	Montreal 5	Sydenham 5	Sydenham 4	Sydenham 3

Keeping Residents and Staff Safe

The Ministry of Long-Term Care relies on homes to ensure they are a safe and secure environment for its residents. In order to do so, the government has set minimum visiting standards – a minimum of one (1) essential caregiver may be allowed for residents at any time. Further, all residents are allowed one (1) social visit per week from at least one (1) social visitor as long as the home is not in outbreak and the resident is not self-isolating. Providence Manor is allowing up to two essential caregivers and two general visitors.

Providence Manor will continue to assess the prevalence of COVID-19 in the community, the needs of residents (including their clinical and emotional wellbeing), resource needs of the home and overall number of visitors allowed in the home, and set its visiting guidelines accordingly.

Non-Compliance and Outbreaks

We count on respectful exchanges and interactions consistent with our values of respect, compassion, dignity and stewardship. As such, unwelcome conduct and disruptive visits, including those for which a resident experiences an unfavourable response will impact future visits. Additionally, any non-adherence to the guidelines or instructions of staff will be the basis for discontinuation of visits.

In the event there is an outbreak at the home, all general visits will be cancelled immediately. Public Health and Providence Care’s Infection Prevention and Control team will provide direction on all forms of visiting to the home, depending on the specific situation.

Essential Caregivers & Essential Visits

Residents or their SDMs may name up to two (2) essential caregivers who will provide care assistance to the resident. Essential caregivers provide direct care to the resident (such as supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

When Essential Caregivers and Essential Visitors arrive they must:

- Sign in as an Essential Caregiver/Essential Visitor for a specific resident.
- Sanitize your hands thoroughly.
- Answer screening questions at the main entrance honestly and have your temperature taken.
- Show the screener **proof that you have had a negative COVID-19 test** within the last two (2) weeks and subsequently not tested positive. (A screen capture or print out of your online results will suffice). Essential Visitors who are visiting very ill or palliative residents do not need to attest to a negative COVID-19 test.
- Put on a mask.

During the Essential Caregiver and Essential Visitor stay, they must:

- Wear your mask the entire time you are in the home.
- Remain in your loved one's room for the duration of your visit. If you need to use the washroom during your visit, go directly to the washroom adjacent to the front lobby.
- Avoid physical contact with anyone other than the resident you are caring for. You must maintain physical distancing of two (2) metres or six (6) feet at all times with other residents and staff, this includes when using elevators in the home.
- Sanitize your hands before leaving the Resident Home Area.

When Essential Caregivers and Essential Visitors leave, they must:

- Answer questions about any symptoms you may have developed during your visit.
- Remove and place your mask in the paper bag provided so you may wear the mask again. Sanitize your hands thoroughly.
- Sign out as an Essential Caregiver or Essential Visitor

General (Social) Indoor Visits

Upon arrival as a General (Social) Indoor Visitor, you must:

- Sign in as a General Visitor for a specific resident (and be named as one of their approved visitors).
- Sanitize your hands thoroughly.
- Answer screening questions at the main entrance honestly and have your temperature taken.
- Show the screener proof that you have had a negative COVID-19 test within the last two weeks (2) and subsequently not tested positive. (A screen capture or print out of your online results will suffice).
- Put on a mask.

During the General (Social) Indoor Visit, you must:

- Wear your mask the entire time you are in the home.
- Remain in your loved one's room for the duration of your visit. If you need to use the washroom during your visit, go directly to the washroom adjacent to the front lobby.

- Leave the door to the resident's room open while you are visiting.
- Avoid physical contact with your loved one. You must maintain physical distancing of two (2) metres or six (6) feet at all times, as required by the Medical Officer of Health, this includes when you are using elevators.
- For infection control reasons, do not enter the resident's washroom or attempt to provide personal care. If the resident requires personal care during your visit, please stand immediately outside of the room, as close to the wall as possible. Do not visit with other residents or staff.
- If you have urgent questions or concerns during your visit (e.g. the resident needs assistance for care or to use the washroom, please ring the call bell for assistance.)
- Be prepared to depart when you hear the overhead announcement.
- Sanitize your hands before leaving the Resident Home Area.

When you leave, you must:

- Answer questions about any symptoms you may have developed during your visit.
- Remove and place your mask in the paper bag provided so you may wear the mask again.
- Sanitize your hands thoroughly.
- Sign out as a Social Visitor.

General (Social) Outdoor Visits

For the protection of our residents and staff, the following infection prevention and control measures are in place for outdoor visits:

- A maximum of two (2) visitors are allowed to visit at a time.
- Clean your hands when you arrive using hand sanitizer and again before you leave.
- Bring your own cloth mask or face covering to wear for your outdoor visit. You must continue to wear your mask at all times during your visit.
- Stay in the designated area. Please note washrooms are not available to outdoor visitors during these visits.
- Maintain physical distance of two (2) metres or six (6) feet. You may not exchange items or have any physical contact during your visit. A plexiglass barrier has been installed in the visiting area for added protection.
- Visits will occur in a sheltered area to the left of the driveway off of Ordnance Street.

On the day of your outdoor visit, you must:

- Arrive 5-10 minutes before your scheduled visiting time. When you arrive, park your car in the driveway off Ordnance Street along the wall where the "Volunteer Parking" is indicated.
- Put on your face mask/covering and approach the marked screening area (orange X) once staff arrives.
- If another visit is in progress when you arrive, please remain in your vehicle until the other visitor has exited.
- Be prepared to end your visit when staff informs you there is five (5) minutes left. Each visit

is 30 minutes. Should you arrive late the visit will end at the scheduled time in order to accommodate the next visit.

Window Visits

Scheduled window visits are held in the courtyard off of Ordnance Street. During the visit, the window must remain closed at all times to ensure the safety of residents and staff. Staff will help facilitate a phone call between the resident and their visitor so they can communicate.

On the day of your window visit, you must:

- Arrive promptly at the scheduled time
- Park your car in the cement circle in the middle of the courtyard off of Ordnance Street.
- Proceed to the long strip of windows near the Ambulance Entrance Door. Look for the sign in the window indicating “window visits here”.
- Remain in your vehicle if another window visit is in process. Wait there until the other visitor has exited the driveway.
- Be prepared when staff let you know there are five (5) minutes remaining (window calls are a maximum of 30 minutes).
- Remain on the pavement, do not cross the curb or enter the garden area.
- Do not attempt to exchange items or have physical contact with your loved one during the visit. Please do not touch the building or window.
- If more than one (1) person is attending the visit, we ask you maintain physical distancing in accordance with guidelines from Kingston, Frontenac, Lennox & Addington Public Health.

Please use the same respect for Providence Manor property as you would inside our building.

Resident Absences

Table 3

Types of Absences

	Absences	
	Short Stay	Temporary (overnight)
How to schedule	Call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca	Request to care team Call 613-548-7222 ext. 3160 or email pmvisitorinfo@providencecare.ca

Maximum number of people in contact with Resident during absence	Undefined - Numbers will be taken into consideration as part of the overall risk assessment	Undefined – However, numbers will be taken into consideration as part of the overall risk assessment.
	Absences (CONTINUED)	
	Short Stay	Temporary (overnight)
Screening required?	Yes – for Escort upon pick up and for Resident upon return	Yes – for Escort upon pick up and for Resident upon return
Mask for duration of visit for Resident?	Yes – Provided by Providence Manor	Yes – Provided by Providence Manor
Physical distancing required?	Yes	Yes
Negative COVID-19 test for Escort?	No	No
Permitted during outbreak?	No	No – Cannot return if an outbreak is declared during absence
Visiting hours?	On scheduled Resident Home Area Day (see Table 2)	As approved by care team
Number of visits per week?	Unlimited on scheduled Resident Home Area Day (see Table 2)	Unlimited

Short Stay Absences

Short stay absences are for residents who leave the site for health-related, social or other reasons during the day. An overnight stay in the Emergency Department may also be

considered short stay.

A case-by-case risk assessment will be conducted to determine if the resident will be required to self-isolate upon their return to the home. Low risk activities may include activities such as going for a walk in the park, while higher risk activities include gatherings of people such as a birthday party.

Expectations of Short Stay Absences

Upon arrival to pick up a Resident for a short stay absence:

- Wear a face covering.
- Sign in as an escort to take a resident for a short stay absence.
- Sanitize your hands thoroughly.
- Answer screening questions at the main entrance honestly and have your temperature taken.
- Be educated on masking, physical distancing, hand hygiene and the importance of following Public Health/Ministry policies and legislation.
- Wait outside for the resident. Upon return from your visit, you are not to enter the building.

During the Short Stay Absence:

- The resident is to wear a mask for the entire duration of the visit, practice physical distancing, hand hygiene and adhere to all Ministry and Public Health precautions while out.
- The resident will be screened again upon return.

Temporary Absences

Temporary absences are for residents who leave the site overnight for any reason other than one (1) night in the Emergency Department.

Residents or their SDM must apply for a temporary absence and it must be approved by the care team using a risk assessment which will be applied to the individual situation. When a resident chooses to take part in a temporary absence, they will be required to self-isolate upon their return to the home for 14 days in the temporary assessment unit. If an outbreak is declared at the home while the resident is absent, they will not be allowed to return until the outbreak is declared over.

Expectations of Temporary Absences

- Residents and their escorts must answer screening questions at the main entrance honestly and have their temperature taken prior to leaving.
- Escorts must be educated on masking, physical distancing, hand hygiene and the importance of following Public Health/Ministry policies and legislation.

During the Short Stay Absence

- The resident is to wear a mask for the entire duration of the visit, practice physical

distancing, hand hygiene and adhere to all Ministry and Public Health precautions while out.

- The resident will be screened again upon return and placed in mandatory 14-day quarantine in the temporary assessment unit.