

Visiting Procedures at Providence Manor

Visiting Requirements Table.....	3-4
General Visiting Hours Table	5
Keeping Residents and Staff Safe	5
Non-Compliance and Outbreaks	5
Essential Caregivers & Essential Visits	6
General (Social) Indoor Visits	6-7
Window Visits	7-8
Resident Absences Table	8-9
Short Stay Absences	9-10
Temporary Absences	10

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.

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. The safety and well-being of residents and staff remains our top priority.

We are happy to announce that on **Wednesday, February 17, 2021, Providence Manor will welcome general visitors back to the Home. As a reminder, each Resident Home Area has a specific day of the week for General Visitors.**

A second essential caregiver is welcome back effective immediately.

NEW*** Effective Wednesday, February 17, 2021, general visitors, essential caregivers and escorts for resident absences may receive a PanBio Rapid COVID-19 Antigen test at Providence Manor **on the day they come to the home, upon entry**. This means you will be tested every time you come to the Home, regardless of how many times you visit. Providence Manor is mandated to fully implement these rapid tests by March 15, 2021.

During our transition period (February 10 to March 15), you may still receive a COVID-19 swab at an assessment centre and show proof of negative results within the last 14 days and

subsequently not tested positive. (A screen capture or print out of your online results will suffice).

After March 15, 2021, you will only be required to have a PanBio Rapid Antigen test completed at the Home.

As of Feb. 17, PanBio Rapid tests will be offered in the Fireplace Room in the main lobby between the hours of **8:00 a.m. and 6:00 p.m.** **You must call Reception between the hours of 9:00 a.m. and 5:00 p.m. at 613-549-4164 to schedule a time to receive your PanBio Rapid test.** The rapid tests will be available 7 days per week.

A negative PanBio Rapid test result is required before visitors are permitted to visit their loved one and have contact with other staff members, caregivers, or residents. Results are received within 15 to 20 minutes.

General visitors and essential caregivers who have travelled outside of Ontario in the last 14 days will not be permitted to enter the home. Likewise, those who have visited, lived in or had guests from a location in red or grey status, or from outside of Ontario, in the last 14 days are not permitted to enter the home. A listing of red or grey zones is available by clicking [this link](#).

Only 2 general visitors or essential caregivers per resident are permitted to visit at a time. It is crucial that general visitors and essential caregivers speak to the Resident or the Substitute Decision Maker (SDM) in advance to ensure there are only 2 visitors at a time and that ones visit is not overlapping with the others.

Please read the rest of the document carefully for visiting times and days specific to each Resident Home Area.

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. 3170 or email pmvisitorinfo@providencecare.ca	Not permitted at this time due to weather	No scheduling required for designated Resident Home Area days (see Table 4) For Sunday visits (special circumstances) call 613-548-7222 ext. 3170 or email pmvisitorinfo@providencecare.ca	To arrange an Essential Caregiver call 613-548-7222 ext. 3170 or email pmvisitorinfo@providencecare.ca	Speak with care team Call 613-548-7222
Max. # of visitors	No restrictions	N/A	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	N/A	Yes	Yes	Yes
Mask for duration of visit?	Yes	N/A	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 ?	Yes, if more than one person	N/A	Yes	Must be maintained with other residents and care team	Must be maintained with other residents and care team
Negative COVID-19 test or PanBio Rapid	No	N/A	Yes – Must receive at minimum, PanBio Rapid test on day of entry	Yes – Must receive at minimum PanBio Rapid test on day of entry	No
Permitted during outbreak?	Yes	N/A	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	N/A	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 – 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.

General visitors and essential caregivers who have travelled outside of Ontario in the last 14 days will not be permitted to enter the home. Likewise, those who have visited, lived in or had guests from a location in red or grey status, or from outside of Ontario, in the last 14 days are not permitted to enter the home.

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).

Essential visitors are those visiting a very ill or palliative Resident.

When Essential Caregivers and Essential Visitors arrive they must:

- Enter the Home with your mask on and sanitize hands.
- 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.
- **Essential caregivers will receive a PanBio Rapid COVID-19 Antigen test at Providence Manor on DAY OF entry. This means you will be tested every time you come to the Home, regardless of how many times you visit. Please call Reception 7 days in advance of your visit to schedule a PanBio Rapid test.**
- Providence Manor is mandated to fully implement these rapid tests by March 15, 2021. During our transition period, you may still receive a COVID-19 swab at an assessment centre and show proof of negative results within the last 14 days 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 a PanBio Rapid test or 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.
- If an Essential Caregiver or Essential Visitor needs a place to eat during their stay, they may only do so in the McKinley Room.
- 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.
- **General visitors will receive a PanBio Rapid COVID-19 Antigen test at Providence Manor on DAY OF entry. Please call Reception 7 days in advance of your visit to schedule a PanBio Rapid test.**
- Providence Manor is mandated to fully implement these rapid tests by March 15, 2021. During our transition period, you may still receive a COVID-19 swab at an assessment centre and show proof of negative results within the last 14 days 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.

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. 3170 or email pmvisitorinfo@providencecare.ca	Request to care team Call 613-548-7222 ext. 3170 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?	Yes – must show proof of negative COVID-19 swab or receive a PanBio Rapid test	Yes – must show proof of negative COVID-19 swab or receive a PanBio Rapid test
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.
- **Escorts will receive a PanBio Rapid COVID-19 Antigen test at Providence Manor on DAY OF entry. Please call Reception 7 days in advance of your visit to schedule a PanBio Rapid test.**
- Providence Manor is mandated to fully implement these rapid tests by March 15, 2021. During our transition period, you may still receive a COVID-19 swab at an assessment centre and show proof of negative results within the last 14 days and subsequently not tested positive. (A screen capture or print out of your online results will suffice).
- 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. 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.
- **Escorts will receive a PanBio Rapid COVID-19 Antigen test at Providence Manor on DAY OF entry. Please call Reception 7 days in advance of your visit to schedule a PanBio Rapid test.**
- Providence Manor is mandated to fully implement these rapid tests by March 15, 2021. During our transition period, you may still receive a COVID-19 swab at an assessment centre and show proof of negative results within the last 14 days and subsequently not

tested positive. (A screen capture or print out of your online results will suffice).

During the Temporary 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.