



SHEPHERD'S CARE FOUNDATION

Guiding Principles for Safe Visiting CMOH Order 16-2021 Amended May 7, 2021

Our Residents are at great risk of serious illness from COVID-19, and they require our diligence to prevent COVID from entering our facilities. This must be balanced with our residents' need for quality of life and their need for social interaction to mitigate social isolation and loneliness. These guidelines have been developed in consideration of the needs and preferences of residents, families and staff in our facilities, and based on our family consultations. Therefore, the following principles will guide our decisions for reintroducing visits through a phased approach.

1. Priority 1 - Designated Family/Support Persons (DFSPs)

- Each resident will have the opportunity to be supported by four DFSPs who are considered essential to maintaining the resident's mental and physical health while retaining necessary safety IPC precautions.
- DFSPs must be pre-registered with the site leader and may not change, except in rare or one-off instances.
- DFSPs visiting residents must be aware of the risks to themselves and others and must coordinate all visits with the designated scheduling person at the site.
- DFSPs (and all visitors) will receive and must review education on safe visiting practices (www.shepherdscares.org/visiting-loved-ones/visitor-education/) and must agree to sign a waiver before coming to visit. Signing of the waiver is a mandatory requirement to enter our facilities.
- It is important to note that the Resident and/or alternate decision maker will be responsible to choose the DFSPs and this type of visit focuses on the needs of the Resident.
- DFSP visits may occur in the resident room if possible, or may be pre-booked for designated outdoor spaces. Factors determining in-room visits include the number and approval of co-residents in the room and ability to social distance, the risk tolerance and layout of the site, and the general rate of COVID-19 in the community.
- DFSP may be a family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), or any other person identified by the resident including minors. All visitors must wear masks and social distance during their visit. For outdoor visits, visitors may bring their own non-medical grade or cloth mask. For indoor visits, visitors must wear medical-grade masks provided by Shepherd's Care.



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Responsibilities of DFSPs and visitors;

- To ensure the safety of the residents, staff, and visitors into the facility, it is necessary for each DFSP and visitor to understand that strict adherence to the safety precautions is necessary to ensure continuation of visits.
- DFSPs and visitors will be responsible to wear a medical mask when entering the facility and in the case of resident(s) in isolation or any identified increased risk, may be required to wear additional Personal Protective Equipment (PPE) which will be provided by Shepherd's Care.
- DFSPs will be monitored to ensure compliance with safety precautions including infection prevention and control measures and appropriate use of PPE.
- Based on consultation with our families, any DFSP who does not follow proper use of PPE may have their visitation privileges revoked.
- Shepherd's Care will communicate all changes to visiting schedules or restrictions in a timely and consistent manner, with the primary means of communication being our website.

Extenuating circumstance visits will be pre-arranged with the facility in the following circumstances;

- Visits for end of life will continue and may begin during the estimated last 4-6 weeks of life
- Change in health status (due to medical/social/spiritual crisis)
- Pressing circumstances (including financial or legal matters, family crisis)

Priority 2 – Social Visits in Indoor Designated Spaces

- Indoor social visits may occur where it is safe to do so and with the risk tolerance of the particular facility in mind.
- Each Shepherd's Care facility is be required to complete a Risk Tolerance Assessment which takes into account residents' and staff perspective related to safe visitation, building limitations, collective health status of the residents, local COVID-19 activity, and other mechanisms before social visits can occur indoors.
- The Risk Tolerance Assessment and overall program success will be evaluated periodically to ensure resident and staff perspectives support current practices.
- All visits **must be coordinated** with the site lead or designate.
- Visits must be pre-booked with the site to ensure adequate resources are available for screening, cleaning of the visit area and assisting the resident.
- Indoor visits in designated spaces are dependent on the site's ability to provide space with physical distancing requirements. Medical masks must be worn during all indoor visits. Availability of indoor space is based on site assessment.



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- There is no age restriction for outdoor social visits but minors must be accompanied by an adult.
- All persons entering our facilities will:
 - Understand the risk of exposure to COVID-19 (for self and others);
 - Remain vigilant in protecting themselves and others both while on site as well as off site;
 - Follow all related site policies and public health measures in place;
 - Notify Shepherd's Care of any symptoms that arise within 14 days of visiting the resident.

Priority 3 – Outdoor Social Visits

- Outdoor visits in designated spaces can include up to 10 visitors space permitting and if physical distancing can be maintained. Masks (including cloth or non-medical grade) should be worn by all visitors during the visit.
- Residents are also permitted to leave the grounds for outdoor social visits, at which point the regular Provincial restrictions apply.

Animals are not permitted during any visits.

Gifts that can be disinfected will be permitted in the facility.

Meals strictly for the resident may be brought in. Please no sharing of food and no food for staff.

General Safe Visitation Practice

1. **All visitors will receive education on safe visitation** including the use of PPE and how to safely be in the building. The education is available here: www.shepherdscares.org/visiting-loved-ones/visitor-education/. It is the responsibility of the DFSP and visitors to complete the education.
2. **All DFSPs and visitors must consent to being screened** prior to each visit using the Shepherd's Care Foundation screening tool including temperature check. The screening tool also includes a declaration by the DFSP or visitor that they have completed the education.
3. **All DFSPs and visitors will be required to sign a waiver** on each visit. DFSPs and visitors will not be permitted entry if the waiver is not signed. Visiting during a



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pandemic carries significant risk, and it is important these risks are understood and acknowledged.

4. **No drinks, food are to be shared** between the resident and the visitor or DFSP.
5. All DFSPs and visitors will be **instructed on how to perform Hand Hygiene in the education materials** and **must perform** prior to visit, at the end of the visit and at any time instructed by staff.
6. DFSPs and visitors **may not visit if feeling unwell** (cough, sneezing, runny nose, difficulty breathing, sore throat, fever, pink eye or any other symptoms of illness).
7. DFSPs and visitors **must wear a mask** at all times. In cases of symptomatic residents or facility outbreaks, additional PPE may be required and will be provided by Shepherd's Care.
8. DFSPs and visitors must maintain **physical distancing of 2 metres/6 feet** with others.
9. **DFSPs and visitors must not interact** with any other residents during the visit.
10. Failure to comply with safe visitation guidelines may **result in a DFSP or visitor being restricted or having their visitation privileges revoked**.
11. DFSP and visitors are expected to be on time and due to scheduling limitations we may not be able to accommodate a full visit if the DFSP or visitor is late. Please notify the site as soon as possible if you anticipate difficulty meeting your scheduled visit time.

Staff

1. Shepherd's Care staff will instruct DFSPs and visitors on etiquette around coughing and sneezing, performing Hand Hygiene, social distancing, and other safe visitation best practices.
2. Staff will instruct DFSPs and visitors how to put on and take off any required PPE.
3. All visiting and common areas will be disinfected at the end of each visit to meet the Shepherd's Care Foundation and public health guidelines.



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Orders from the Provincial Health Officer or a Medical Health Officer will supersede these Guiding Principles when more restrictive than the above.

Dispute Resolution

Our dispute resolution process is publically available at: www.shepherdscares.org/visiting-loved-ones/dispute-resolution/. The first step to resolve any dispute is to escalate the matter to the attention of the site director of care or charge nurse.

CANCELLATIONS:

- When possible DFSP and visitor shall inform the facility when unable to keep the scheduled appointment as early as possible.
- Outdoor visits are dependent on weather and would require rebooking if the visits cannot be done in a safe manner. DFSP and visitors may not be able to simply move inside due to time slots for indoor visits may be booked.
- Visits may be cancelled if the above guidelines are not respected and any restricted DFSP or visitor will be reviewed and re-evaluated periodically to decide whether restrictions should be removed.
- Visits may be cancelled if staff resources become unavailable due to care needs in the facility or if the facility/resident neighbourhood is on outbreak status.
- Visit will be cancelled if the resident is not feeling well or up having a visit.



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Appendix: SCF COVID/Pandemic Visitation Policy

Based on guidance from CMOH 16-2021

1. Visiting Hours: Site specific
2. All visitors must pre-arrange visits.
3. Designated Family/Support Persons must be registered with Program Manager to a maximum of 4 DFSPs per resident
4. Only visit with the resident visitor or DFSP is supporting.
5. Pre-arranged unsupervised visits in resident rooms will be permitted in Private rooms and only with consent/permission of both residents in shared accommodations, and only if the risk tolerance of the site permits such visits.
6. Outdoor visits must be pre-arranged and a maximum of 10 visitors and the resident in the designated space or off grounds.
7. Indoor visits in common spaces may be considered depending on site's available space and the ability to maintain social distancing of 6 feet between individuals.
8. No pets permitted at this time (SCF).
9. Visitors and DFSP are permitted to use the public washrooms only, use of resident washroom is prohibited.
10. Continuous masking is required at all times for indoor visits and outdoor visits.
11. Program Manager will provide guidance where resident cognition/sensory impairment are a barrier to wearing PPE.
12. Cooperation and participation in Health Assessment Screening upon each entry including a temperature check.
13. Confirmation of identity and designated status if entering the building.
14. Documentation of arrival and exit times if entering the building.
15. Restriction of visits during Outbreak will only be at the extraordinary call of the Zone MOH or CMOH.
16. Visitor to notify Program Manager or Site Lead of any symptoms that arise within 14 days of visiting with a resident.
17. Review education on and adhere to appropriate use of PPE and Safe Visiting Practices.
18. **Non-compliance will result in cancellation or restriction of visits.**