



SHEPHERD'S CARE FOUNDATION

Guiding Principles for Safe Visiting CMOH Order 29-2020

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 (DSP)

- Each resident will have the opportunity to be supported by two DSP's who are considered essential to maintaining the resident's mental and physical health while retaining necessary safety IPC precautions.
- DSP's must be pre-registered with the site leader and may not change, except in rare or one-off instances.
- DSP's will not be overly restricted in visiting residents but must be aware of the risks to themselves and others but must coordinate all visits with the designated scheduling person at the site.
- DSP's (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.
- It is important to note that the Resident and/or alternate decision maker will be responsible to choose the DSP's and this type of visit focuses on the needs of the Resident.
- DSP 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.
- DSP must be 18 years of age or older (in rare circumstances DSP may be approved if over 16 years of age).
- Social visits will continue to be available in designated outdoor spaces and also designated indoor spaces if available, with a maximum number of people as determined by the configuration of the site. These visits will be limited to a maximum of 60 minutes, once per week.
- 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 DSP's;

- To ensure the safety of the residents, staff, and visitors into the facility, it is necessary for each DSP visitor to understand that strict adherence to the safety precautions is necessary to ensure continuation of visits.
- DSP's will be responsible to wear a medical mask when entering the facility and in the case of isolation or increased risk, may be required to wear additional Personal Protective Equipment (PPE) which will be provided by Shepherd's Care.
- Based on our consultation with families, in the event of a COVID-19 outbreak at one of our facilities, visitation will be restricted.
- 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 (max 3 people unless from same household) 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 will 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.
- Social 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.
- Outdoor visits in designated spaces can include up to 5 people (including resident) if physical distancing can be maintained. Masks (including cloth or non-medical grade) must be worn by all visitors and the resident during the visit.
- Indoor visits in designated spaces can include up to 3 people including the resident if physical distancing can be maintained. 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

Animals are not permitted during any visits.

Gifts that can be disinfected will be permitted in the facility but may be quarantined for a time period if unable to disinfect.

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 DSP to ensure that any additional visitors who may be attending complete the education as well.
2. **All 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 visitor that they have completed the education.
3. **All visitors will be required to sign a waiver** on each visit.
4. **No drinks, food are to be brought in and no items** may be exchanged between the resident and the visitor, unless approved by Shepherd's Care.
5. The visitor 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. Visitors **may not visit if feeling unwell** (cough, sneezing, runny nose, difficulty breathing, sore throat, fever, pink eye or any other symptoms of illness).



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7. 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. Visitors must maintain **physical distancing of 6 feet** with others.
9. **Visitors must not interact** with others during the visit.
10. Failure to comply with safe visitation guidelines may **result in a visitor being restricted or having their visitation privileges revoked.**

Staff

1. Shepherd's Care staff will instruct visitors on etiquette around coughing and sneezing, performing Hand Hygiene, social distancing, and other safe visitation best practices.
2. Staff will instruct 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.

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.shepherdscore.org/visiting-loved-ones/dispute-resolution/.

CANCELLATIONS:

- When possible 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. 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 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 29-2020

1. Visiting Hours: Monday – Friday 0900 – 2000 hrs (CMOH 29-2020 page 9)
2. All visitors must pre-arrange visits. (CMOH 29-2020 pages 6, 8-9)
3. Designated Family/Support Persons must be registered with Program Manager to a maximum of 2 persons per resident.(CMOH 29-2020 page 6)
4. Only visit with the resident visitor is supporting. (CMOH 29-2020 page 9)
5. Pre-arranged visits in resident rooms will be permitted in Private rooms and only with consent/permission of both residents in shared accommodations. (CMOH 29-2020 page 6)
6. Outdoor visits must be pre-arranged and a maximum of 4 visitors and the resident in the designated space. (CMOH 29-2020 pages 6 & 10)
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. (CMOH 29-2020 page 7)
8. No pets permitted at this time (SCF).
9. Visitors are permitted to use the public washrooms only, use of resident washroom is prohibited.(SCF – IPC concerns)
10. Continuous masking is required at all times for indoor visits and outdoor visits as there is no way to maintain physical distancing. (CMOH 29-2020 page 9)
11. Program Manager will provide guidance where resident cognition/sensory impairment are a barrier to wearing PPE. (CMOH 29-2020 page 17)
12. Cooperation and participation in Health Assessment Screening upon each entry including a temperature check. (CMOH 29-2020 page 9)
13. Confirmation of identity and designated status if entering the building.(CMOH 29-2020 page 17)
14. Documentation of arrival and exit times if entering the building. (CMOH 29-2020 page 17)
15. Restriction of visits will occur during Outbreak per usual protocols. (CMOH 29-2020 page 12)
16. Visitor to notify Program Manager or Site Lead of any symptoms that arise within 14 days of visiting with a resident. (CMOH 29-2020 page 9)
17. Review education on and adhere to appropriate use of PPE and Safe Visiting Practices. (CMOH 29-2020 page 9)
18. **Non-compliance will result in cancellation or restriction of visits.**(CMOH 29-2020 page 9)