

Maxville Manor Family Newsletter: Special Edition
November 23, 2020

By: Amy Porteous, CEO, Maxville Manor

Visiting policy changes

As of this morning at 12:01 am, the Eastern Ontario Health Unit changed their designation to Yellow Control. That means that starting today, Monday, November 23, all general visitors and designated essential caregivers need to be tested for COVID-19 every two weeks and show proof of a negative test result. The proof must be provided before December 7, 2020 and subsequently every two weeks. This also means that up to two people can visit at time.

To help clarify Maxville Manor's policy and procedures on visiting, we have created a Policy and Procedure for General Visits and a Policy and Procedure for Essential Caregivers. Please find them attached to this newsletter as a reference.

Thank you for your understanding in advance.

Maxville Manor Policy and Procedures			
DEPARTMENT: General			
Policy and Procedure: General Visits			
ORIGINAL DATE: November 23, 2020	DATE LAST REVIEWED:	COVERAGE: All Employees	PAGE #: 1 of 4

PURPOSE:

To provide meaningful and equitable access to visits for all residents with consideration of the staffing and space capacity available to maintain the safety of residents, staff and visitors while adhering to the current directives such as from the Ministry of Health, Ministry of Long-Term Care and Public Health Ontario Guidelines and all other applicable guidelines.

The scheduling of visits are conditional upon staffing resources and to allow for appropriate physical distancing spaces with equitable access for all residents but may be prioritized based on staff assessment related to clinical needs.

DEFINITION OF A GENERAL VISITOR: A person who is not an essential caregiver.

REQUIREMENTS:

- a) All general visitors must pass active screening before and after visits.
- b) All indoor general visitors must **provide proof of a negative COVID-19 test in the past 2 weeks** and verbally attest to not subsequently testing positive if in green prevent or yellow protect regions. They must call the unit RN to inform them of the date/time for the indoor visit. General visits outdoors don't require COVID testing.
- c) In the event that a Home enters into an outbreak or if the region is in orange restrict, red control or grey lockdown, all general visits must end.
- d) If the resident is on isolation (i.e., new admission or COVID-suspect), only 1 essential caregiver can visit at a time.
- e) For indoor visits within private rooms, visits will occur in the resident's private room providing the family visitor demonstrates sound understanding of applicable infection prevention and control protocols. A visitor is able to take the resident outdoors for walks. For indoor visits where a resident shares a room, the visit will occur in a designated location and not in the resident's room.
- g) For outdoor visits, visits will be 30 minutes in length. Visitor must wear their own facemasks. The screener will meet the visitor outside the front entrance. Outdoor visitors must call Ext. 227 to book date and time of visit.

h) Visitors must only visit with one resident and no other resident.

i) Non-adherence to Home procedures/protocols will result in discontinuation of visits for that visitor.

VISITOR REQUIREMENTS:

	Outdoor Visits	Indoor Visits in Designated Space	Indoor Visit in Private Resident Room
Effective date	November 23, 2020	November 23, 2020	November 23, 2020
	Weather dependent. In the case of adverse weather conditions (heavy rain/heat advisories), outdoor visits will be cancelled and will change to a FaceTime/window visit/phone call. Only available when in green prevent or yellow protect.	Indoor visits for residents not in a private room will continue in a designated visiting space	
Prescheduled Required?	Yes: Mon-Fri during day	Call RN of unit to organize date and time of visit	Call RN of unit to organize date and time of visit
# of Visitors	Up to 2 per resident	Up to 2 per resident	Up to 2 per resident
Active screening required	Yes	Yes	Yes
COVID Testing required	No	Yes – provide proof of a negative result within the previous 2 weeks of visit and not subsequently tested positive	Yes – provide proof of a negative result within the previous 2 weeks of visit and not subsequently tested positive
Masks	Visitor supplied face covering must be worn at all times from leaving car to returning to car; therefore no eating or drinking is permitted during visits.	Home supplied surgical mask; must be worn at all times therefore no eating or drinking is permitted.	Home supplied surgical mask; must be worn at all times therefore no eating or drinking is permitted.
Physical Distancing	Maintain a minimum of six (6) feet from resident, staff and other visitors at all times	Maintain a minimum of six (6) feet from resident, staff and other visitors at all times	Maintain a minimum of six (6) feet from resident, staff and

	Outdoor Visits	Indoor Visits in Designated Space	Indoor Visit in Private Resident Room
			other visitors at all times
Items for Residents	No direct passing or accepting of items including food can occur between the visitor and the resident –Items must be able to be wiped down easily and must come through the screener for disinfecting first.	No direct passing or accepting of items including food can occur between the visitor and the resident –Items must be able to be wiped down easily and must come through the screener for disinfecting first.	No direct passing or accepting of items including food can occur between the visitor and the resident –Items must be able to be wiped down easily and must come through the screener for disinfecting first.
Additional Cleaning	Done following each visit	Done following each visit	Done following each visit
Washroom Access	Unable to provide visitor access to washrooms at this time.	Can use washroom but must clean afterwards.	Can use washroom but must clean afterwards.
Children	Providing he/she can follow precautions i.e. wear mask etc.	Providing he/she can follow precautions i.e. wear mask etc.	Providing he/she can follow precautions i.e. wear mask etc.
Pets	No pets allowed at this time.	No pets allowed at this time.	No pets allowed at this time.

NOTE:

- Outdoor Visits are weather dependent. In the case of adverse weather conditions (heavy rain/heat advisories), outdoor visits will be cancelled and will change to a FaceTime/window visit/phone call.
- Given the challenge for residents with cognitive decline to adhere to these protocols, outdoor visits will be considered on an individualized basis.

PROCEDURE:

Indoor Visits

1. General visitors must call the RN of the unit to inform of date and time of visit.
2. Upon arrival at the Home, the general visitor will sanitize their hands, DON a mask and present to the screener and provide proof of a negative COVID-19 test result and no having

no typical or atypical symptoms and other paperwork. If he/she passes the screening and meets the above requirements, the screener will provide the general visitor with identification badge. There is an expectation that general visitor will wipe down touched areas in resident rooms with the provided bin/gloves/wipes.

- General visitors will then be directed to the applicable resident home area and must proceed directly to the resident's room. It is critical that the visitor go directly to the approved destination and maintain strict physical distancing from other residents and staff at all times. General visitors are permitted to bring residents outside for fresh air.

Outdoor Visits

- General visitors must call Ext. 227 to inform of date and time of visit.
- Upon arrival at the home, the general visitor must be wearing a mask, sanitize hands, present to screener, complete and pass screening.
- The visitor will be instructed of visiting protocol and directed to posted signage.

	LOCAL PUBLIC HEALTH UNIT LEVEL				
	Green-Prevent	Yellow-Protect	Orange-Restrict	Red-Control	Grey-Lockdown
Staff	<ul style="list-style-type: none"> Tested every two weeks 		<ul style="list-style-type: none"> Tested weekly 		
Students					
Volunteers					
Caregivers	<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past two weeks Verbally attest to not subsequently testing positive* 		<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past week Verbally attest to not subsequently testing positive* 		
Support workers					
General Visitors	<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past two weeks Verbally attest to not subsequently testing positive* 		<ul style="list-style-type: none"> Not applicable; visits not permitted. 		
*Unless the support worker or visitor requires immediate access in an emergency or palliative situation.					

Maxville Manor Policy and Procedures			
DEPARTMENT: General			
Policy and Procedure: Essential Caregiver Visits During COVID-19			
ORIGINAL DATE: November 23, 2020	DATE LAST REVIEWED: [Enter Date]	COVERAGE: All Employees	PAGE #: 1 of 5

PURPOSE:

To provide meaningful and equitable access to essential caregiver visits for all residents with consideration of the staffing and space capacity available to maintain safety of residents, staff and visitors while adhering to the current directives such as from the Ministry of Health, Ministry of Long-Term Care and Public Health Ontario Guidelines and all other applicable guidelines.

DEFINITION:

Essential caregivers - as defined by the Ministry of Long-Term Care are, important partners in care who provide direct care to residents — such as helping with feeding, mobility, hygiene, or cognitive stimulation. They can be family members or friends, privately hired caregivers, paid companions and/or translators.

REQUIREMENTS:

- a) All essential caregivers visiting indoors must provide proof to the home that they have tested negative for COVID-19 within the previous two weeks (14-days) and have not subsequently tested positive, unless in Orange District, Red restrict or Grey lockdown where proof must be provided weekly that they have tested negative for COVID-19.
- b) Each resident and/or their substitute decision maker may designate a maximum of two essential caregivers. Essential caregiver names will be entered on the essential caregiver roster which will be updated and made readily available to the screener and RN of each unit.
- c) Essential caregivers can visit at any time without time limits, subject to direction by Maxville Manor.
- d) All essential caregivers must pass active screening before both entering and exiting the home. This includes a temperature check and questions on symptoms and exposures to COVID-19.
- e) All essential caregivers must wear surgical/procedure masks provided by Maxville Manor at all times. Essential caregivers are also required to wear additional personal protective equipment for interactions with residents who are self-isolating, suspected or confirmed to have COVID-19.

- f) If the Home is not in outbreak, and the resident is not self-isolating or symptomatic, essential caregivers can visit together to a maximum of 2 people at a time.
- g) If the Home is in outbreak or the resident is self-isolating or symptomatic or the Eastern Ontario Health Unit is in Orange District, Red restrict or Grey lockdown, only one essential caregiver can visit at a time to limit risk of transmission. Essential caregivers must wear PPE when visiting a resident who is self-isolating or symptomatic. PPE would include gown, gloves and mask. The RN will ensure the essential visitors understand how to properly DON and DOFF the PPE prior to entering Resident’s room.
- h) Prior to visiting any resident for the first time after this policy is released, Essential Caregivers are required to read the home’s visitor policies and participate in training/re-training that addresses how to safely provide direct resident care, putting on and taking off required PPE, and hand hygiene.
- i) Essential caregivers must demonstrate sound understanding of applicable infection prevention and control protocols. Visitors must attest and adhere to the home’s visitation policies.
- j) Essential caregivers must only visit with one resident and no other resident per day unless there is a couple who is in the same unit.
- k) Essential caregivers are discouraged from any unnecessary movement in the home. If a bathroom is required, then the essential caregiver must clean the bathroom after use. Guest washrooms are located near the front entrance.
- l) Non-adherence to Home procedures/protocols may result in temporary prohibition from entering the home.

ESSENTIAL CAREGIVER REQUIREMENTS:

Effective Date	November 23, 2020
# of Visitors	<ul style="list-style-type: none"> • If the local public health unit is in the Green-Prevent or Yellow-Protect level and the home is not in an outbreak, a maximum of 2 essential caregivers per resident may visit at a time. • If the local public health unit is in the Orange-Restrict, Red-Control or Grey- Lockdown level, or the home is in an outbreak, a maximum of 1 essential caregiver per resident may visit at a time.
Active screening required	Yes
COVID Testing required	<p>Yes – provide proof of a negative result within the previous 2 weeks of visit and not subsequently tested positive</p> <p>COVID-19 testing locations:</p> <p>1) Maxville Manor on Tuesdays; time TBD</p>

	<p>2) Alexandria COVID-19 Assessment Centre Open Sundays, Tuesdays and Thursdays, by appointment only (please call 613-933-1375 or 1 800 267-7120 to book) 62 Anik Street Alexandria, ON</p> <p>3) Cornwall COVID-19 Assessment Centre By appointment only. Please call 343-475-0160. 850 McConnell Avenue Cornwall, ON</p> <p>4) Limoges COVID-19 Testing Centre (drive-through by appointment only) By appointment only. Please call 1-800-267-8260. Open Monday to Friday 2015 Calypso Street Limoges, ON</p>
Masks	Home supplied surgical mask; must be worn at all times <u>therefore no eating or drinking is permitted*</u> - Essential caregivers are encouraged to plan to take breaks outside of the home for nutrition and hydration.
Physical Distancing	Maintain a minimum of six (6) feet from resident, staff and other visitors at all times*
Items for Residents	No direct passing or accepting of items can occur between the visitor and the resident. Items must be able to be wiped down easily and must come through the screener for disinfecting first*
Additional Cleaning	Based on risk
Washroom Access	Essential Caregivers are discouraged from any unnecessary movement in the home. If bathrooms are used, they must be cleaned after usage. Guest washrooms are located near the front entrance.
Children	Essential Caregivers must be at least 18 years of age
Pets	Not considered as component of essential caregiver role

**Honour system as visits will not be supervised.*

PROCEDURE FOR ESSENTIAL CAREGIVERS:

1. Upon arrival at the Home the essential caregiver will sanitize their hands, DON a mask and present to the screener and provide proof of a negative COVID-19 test result and no having no typical or atypical symptoms and other paperwork. If he/she passes the screening and meets the above requirements, the screener will provide the essential caregivers with identification badge. There is an expectation that essential caregivers will wipe down touched areas in resident rooms with the provided bin/gloves/wipes.

2. If visiting a resident who is on-self isolation or who is exhibiting symptoms, the screener will call the RN who will ensure the essential visitors understand how to properly DON and DOFF the PPE with return demonstration, prior to attending the residents room. **Note only 1 Essential Caregiver is permitting in these circumstances.
3. Essential caregivers will then be directed to the applicable resident home area and must proceed directly to the resident's room. It is critical that Essential Visitors go directly to the approved destination and maintain strict physical distancing from other residents and staff at all times. Essential caregivers are permitted to bring residents outside for fresh air.

SUBSTITUTE ESSENTIAL CAREGIVERS:

A resident and/or their substitute decision-maker may change an essential caregiver designation in response to a change in the:

- Resident's care needs that are reflected in the plan of care
- Availability of a designated caregiver, either temporary (e.g., illness) or permanent

Permanent changes to Essential Caregiver Designation must be submitted to the Director of Care or Unit Manager at least one (2) business days in advance of the new designate attending the home as an Essential Caregiver.

RESPONDING TO NON-ADHERANCE BY ESSENTIAL CAREGIVERS:

Homes have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy, provided:

- The home has explained the applicable requirement(s) to the visitor;
- The visitor has the resources to adhere to the requirement(s) (e.g., there is sufficient space to physically distance, the home has supplied the PPE and demonstrated how to correctly put on PPE, etc.); and
- The visitor has been given sufficient time to adhere to the requirement(s).

Homes have the discretion to temporarily prohibit a visitor in response to flagrant non-adherence with the home's policies and infection prevention and control measures. The home will document where they have ended a visit due to non-adherence.

The Director of Care (or designate) will evaluate each case individually in which an essential caregiver has been temporarily prohibited from the home with consideration to negative impact/risk to the health and safety of residents, staff and other visitors of the home, and history of repeated non-adherence.

Based on this evaluation, the Director of Care (or designate) will stipulate a reasonable length of the prohibition, and will clearly identify what requirements the Essential Care Giver must meet before visits may be resumed.

Where the home has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker may need to designate an alternate individual as caregiver to help meet the resident’s care needs.

	LOCAL PUBLIC HEALTH UNIT LEVEL				
	Green- Prevent	Yellow- Protect	Orange- Restrict	Red- Control	Grey- Lockdown
Staff	<ul style="list-style-type: none"> Tested every two weeks 		<ul style="list-style-type: none"> Tested weekly 		
Students					
Volunteers					
Caregivers	<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past two weeks Verbally attest to not subsequently testing positive* 		<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past week Verbally attest to not subsequently testing positive* 		
Support workers					
General Visitors	<ul style="list-style-type: none"> Provide proof of a negative COVID-19 test result in the past two weeks Verbally attest to not subsequently testing positive* 		<ul style="list-style-type: none"> Not applicable; visits not permitted. 		
<p>*Unless the support worker or visitor requires immediate access in an emergency or palliative situation.</p>					