

Resident Visitors Information Package for Family/Friends

July 18, 2022



THE BESS AND MOE GREENBERG FAMILY

Hillel Lodge

OTTAWA JEWISH HOME FOR THE AGED

THE JOSEPH AND INEZ ZELIKOVITZ
LONG TERM CARE CENTRE

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PURPOSE

The gradual and staged approach in the resumption of visitors in long-term care and retirement home must consider, balance and meet the health and safety needs of residents, staff, family and friends.

Allowing visitors is intended to support the physical, mental, social and emotional wellbeing of residents through reducing any potential negative outcome that could result from the interruption in receipt of primary care services or from social isolation.

Resident visitors into the Home will adhere to the current Directives from the Ministry of Long-Term Care (MLTC), and the homes' policies, while balancing the current requirements for safety and infection control required during the COVID-19 Pandemic.

DEFINITIONS

Essential Visitor

Visitors including a person performing essential support services (i.e.: Food delivery, MLTC, maintenance or health care services or a person visiting a very ill or palliative resident).

Caregiver

Type of essential visitor who is:

- a. Designated by the resident and/or their Substitute decision maker and,
- b. Visiting to provide direct care to the resident

General Visitor

A person who is not an essential visitor and is visiting to provide non-essential services who may or may not be hired by the home or for social reasons that the resident or their substitute decision maker assesses as different from direct care

SCREENING REQUIREMENTS

Type of Visitor	Screening	Covid-19 Testing Requirements
Essential Visitor	Active	Daily COVID-19 testing, unless proof of a negative test result from elsewhere that day. MLTC Inspectors do not require testing.
Caregiver, General visitor	Active	Daily COVID-19 testing, unless proof of a negative test result from elsewhere that day.
Indoor Visitor	Active	Negative COVID-19 test result. Up to 4 visitors may visit a resident at a time.
Outdoor Visitor	Active	No COVID-19 Test is required unless you enter the home. There are no limits on the number of individuals permitted at outdoor visits, however the home may restrict the number of visitors per resident based on available space and applicable guidance and regulations.

PERSONAL PROTECTIVE EQUIPEMENT REQUIRED

Type of Visitor	PPE Required	Person Supplying
Essential Visitor	Surgical mask.	Home
Caregiver	Surgical mask.	Home
General Visitor: Indoor	Surgical mask.	Home
General Visitor: Outdoor	Surgical mask is highly recommended	Home

PROCEDURE FOR ESSENTIAL VISITORS

Visitors to ill and palliative residents:

- a) Visitors will be actively screened upon arrival at the Home as outlined above. If a visitor fails screening, they will not be granted access to the facility.
- b) Visitors will be provided the required PPE upon arrival. It is the expectation that the provided PPE will be always worn appropriately when visiting in the home.
- c) No restrictions of the number of visitor's permitted to visit with a very ill or palliative resident at a time. Length of the visits is at the discretion of the appropriate home staff based on circumstances within the Home.
- d) Visits will occur in the room in which resident is residing.
- e) Visitors with a palliative resident can use the resident's washroom or the public washroom in the Home.
- f) A record of all visitors to ill and palliative residents will be maintained, including screening results.

PROCEDURE FOR DESIGNATED ESSENTIAL CAREGIVERS

- a) Designation of caregivers is the responsibility of the resident/Substitute Decision Maker.
- b) Caregivers must be at least 18 years of age.
- c) Each resident is entitled to designate 4 or more essential caregivers.
- d) During outbreaks or resident is self-isolating, or Ottawa or more is deemed to be a high-risk region, direction from Public Health will always guide practice in these situations.

Process for Designation of Essential Caregivers

- a) The Resident/Substitute Decision Maker (SDM) will contact the Home and a

teleconference will be arranged between the SDM and the Director of Care or Designate. Once the validity of the SDM is confirmed, the Director of Care will review the policy and expectations with the SDM. The “Designation of Essential Caregiver” will be prepared in anticipation of the first visit.

- b) The Essential Caregiver form must be signed by the designated individual. The original of the form will be maintained by the Home.
- c) Prior to beginning his/her role as an Essential Caregiver, training provided by the home must be completed and subsequent training followed.
- d) A tracking sheet will be maintained by the Home of all individuals designated as essential caregivers.
- e) A request for a change in designation of individuals should be directed to the Director of Care or designate. If a request for change is denied, the reason for the denial will be provided in writing.

Process for Essential Caregiver Visits

- a) Once the designated essential caregiver is established by above process, visits can begin.
- b) The designated caregiver will be actively screened with each visit. Covid-19 test will be done and if negative they can enter the home.
- c) All visits will take place in the room if not fully vaccinated. If fully vaccinated the caregiver can accompany the resident to meals and activities.
- d) A mask as provided by the home must always be worn.
- e) The designated caregiver is expected to always maintain physical distancing of at least 2 meters from all other residents and home staff. If caregivers require to speak with staff, they are encouraged to ring the call bell for assistance and staff will respond to the resident’s room. Wandering through the unit is not permitted

RESCINDING VISITING PRIVILEGES

- a) Any non-compliance with the home's policies regarding safe visits and expectations may result in the discontinuation of visits of the non-compliant visitor.
- b) Issues of non-compliance include, but are not limited to:
 - i. Must only visit with the one resident they are intended to visit
 - ii. Must always wear all required PPE
 - iii. Must maintain physical distancing from all other residents and staff
 - iv. Must follow all Infection Prevention and Control processes as outlined by the home.
- c) Visits may be ended after repeated non-adherence provided the home has explained all applicable requirements and expectations to the visitor.
- d) Any decision to temporarily prohibit a visitor will be made after all other reasonable efforts to maintain safety during visits has been exhausted. The decision to prohibit visitation will be communicated to the visitor including length of restriction and requirements that need to be met before resuming visits.

FAMILY/FRIEND SELF SCREENING PRIOR TO COMING TO THE HOME

Family and friends taking residents on any outing are asked to self-screen prior to coming to the Home. They should ask themselves the following questions:

1. Have I travelled in the last 14 days outside of Canada and currently required to be in quarantine per the federal quarantine requirements?
2. Has a doctor, health care provider, or public health unit told you that you currently should be isolating?
3. In the last 10 days have you been identified as a close contact of someone who has tested positive for COVID-19 or have symptoms consistent with COVID-19?
4. In the last 10 days have you tested positive for COVID-19, including on a rapid antigen test or a home-based self-testing kit? Are you negative on a lab-based PCR test, select NO.
5. Do you live with someone who is currently isolating because of a positive COVID-19 test?
6. Do you live with someone who is isolating because of COVID-19 symptoms?
7. Do you live with someone who is isolating while waiting for COVID-19 test results?
8. Do I have any of the following symptoms:
 - Fever or chills?
 - Cough or barking cough?

- Shortness of breath?
- Decreased or loss of smell/taste?
- Muscle aches/joint pain?
- Unexplained fatigue?
- Sore throat?
- Runny or stuffy/congested nose?
- Headache?
- Nausea, vomiting or diarrhea?

If you have answered YES to any of the questions above, you should not attend the Home and will be expected to cancel your planned outing with the resident. You are encouraged to self-isolate and contact the local public health for further direction.
This screening is imperative to protecting the frail, vulnerable population at Hillel Lodge.

ADDITIONAL CONSIDERATIONS

- Visits may be cancelled if the resident is not feeling well or if the Home is under precautions due to a suspect or confirmed outbreak at the direction of Public Health.

PHYSICAL DISTANCING GUIDANCE

Residents and family members are expected to maintain physical distancing when on any outing

**BE READY
& RESILIENT**

MAINTAIN PHYSICAL DISTANCING!
(a minimum of 6 feet)

WEAR YOUR MASK PROPERLY
when you cannot maintain distancing.

WASH
your hands regularly!
At least 20 seconds.

STAY HOME
when you or someone in
your household are sick.

CLEAN
and disinfect surfaces regularly.

DON'T touch your face. **COUGH** into your elbow.

E | **READY & RESILIENT**
2020-2021

www.elon.edu/coronavirus

A GUIDE TO PHYSICAL DISTANCING

Physical distancing is a way to **slow down** or **stop the spread** of **infectious diseases** by **limiting contact** between you and other people.



6FT



In all categories, remain 6 ft. away from others

No restrictions for:

- Taking a walk or hike
- Going for a drive
- Yard work or playing in the yard
- Spring cleaning
- In-home activities
- Family game nights
- Group video chats
- Calling to check on friends and elderly neighbors



Use extra caution while:

- Picking up food
- Visiting a grocery store or pharmacy
- Going to the library
- Attending religious services
- Playing in the park
- Using public transit



Avoid or postpone the following:

- Group gatherings and playdates
- Bars and restaurants
- Concerts and theater outings
- Non-essential travel
- Crowded stores and malls
- Gyms
- Visitors and non-essential workers in your homes



REMEMBER:

Wash your hands regularly with soap and water for at least 20 seconds and avoid touching your face.

Information + Updates: [azhealth.gov/COVID-19](https://www.azhealth.gov/COVID-19)

For questions call the Arizona Poison Control System at 1-844-542-8201



FACE MASKS GUIDANCE

HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T wear a loose mask.



DON'T touch the mask while wearing it.



DON'T remove the mask to talk to someone.



DON'T hang the mask from your neck or ears.



DON'T share your mask.



DON'T leave your used mask within the reach of others.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:

- People who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- Those who have difficulty breathing
- Children under the age of 2

DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.

REMEMBER, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.



RESPIRATORY ETIQUETTE GUIDANCE



This is an excerpt from
Infection Prevention and Control for Clinical Office Practice



COVER YOUR COUGH

Stop the spread of germs that can make you and others sick!

Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.

Wash hands often with soap and warm water for 15 seconds. If soap and water are not available, use an alcohol-based hand rub.



For more information please contact Public Health Ontario's Infection Prevention and Control Department at ipac@ohppp.ca or visit www.publichealthontario.ca


