



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

www.perleyrideau.ca 1750 Russell Road, Ottawa, Ontario K1G 5Z6 Tel: (613) 526-7171 Fax: (613) 526-7172

## **POLICY & PROCEDURE**

**CATEGORY: RESIDENT/CLIENT CARE**

**ISSUE DATE: September 9, 2020**

**AUTHORIZED BY:  
DIRECTOR, CLINICAL PRACTICE**

**REVISION DATE: July 7, 2021**

**SUBJECT: Indoor and Outdoor Visits with Residents**

### **PURPOSE**

To ensure the safety of residents, staff and visitors/caregivers during indoor and outdoor visits with residents, while following Ministry of Long-Term Care directives.

### **DEFINITIONS**

- **Essential Visitors:** Includes a person performing essential services (e.g., food delivery, inspector, maintenance, or health care services), or a person visiting a very ill or palliative resident. Essential visitors can also include support workers and caregivers.
- **Support Worker:** A type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home.
- **Caregiver:** A type of essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of caregivers include family members, a privately hired caregiver, paid companions, and translators.
- **General Visitor:** A person who is not an essential visitor and is visiting:
  - a) To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or
  - b) For social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.

### **POLICY- INDOOR VISITS**

1. Visitors/caregivers will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass any aspect of the screening, the visit will not be permitted to occur.



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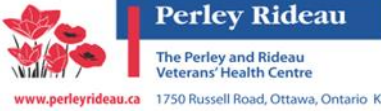
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2. The home will provide visitors/caregivers with a surgical/procedural mask and a face shield or protective eye wear. All individuals must wear a face shield or protective eye wear with the only exceptions as prescribed by the Ontario government” See Appendix A, for details.
3. Visitors/caregivers must properly wear the surgical/procedural mask at all times. Masks must cover the nose and mouth.
4. Physical distancing (2 metres) is encouraged during the visit for general visitors and for caregivers, except when providing direct care.
5. Visiting times for general visitors are available every day of the week. There are no limits on visit duration or number of visits per week. All required screening and surveillance protocols must be followed prior to entry.
6. Essential Caregivers are permitted to bring in items for a resident during a visit.
7. If going outside during the visit, the visitor/caregiver must sign out at the nursing communication station and at the main reception.
8. Training will be provided to caregivers that addresses how to safely provide direct care.
9. Caregivers are permitted to visit and/or accompany residents to the Cafeteria, the Pub and Deborah’s Gift Boutique.
10. Caregiver visiting hours are restricted to the times that the on site rapid COVID-19 swabbing clinic is open.
11. When the home is in an outbreak, or the resident is self-isolating or symptomatic, or the home is located in an area of higher community spread of COVID-19, a maximum of 1 caregiver per resident may visit at a time.
  - o The number of general visitors and essential caregivers will comply with ministry directives.
12. General visitors are not permitted to visit if the building is on outbreak, or if a resident is self-isolating or symptomatic, or if the home is located in an area that has been identified as having higher community spread of COVID-19.
13. If visitors are not complying with the Visitor policy, education will be provided, and visits may be restricted for a specified time period.

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**PROCEDURES – INDOOR VISITS**

**Screening- Caregivers and General Visitors**

1. Upon entry into the facility, a visitor/caregiver must perform hand hygiene and don a surgical/procedural mask.
2. The visitor/caregiver will use the screening app and will answer a series of screening questions mandated by the Ministry of Long Term Care
3. The visitor/caregiver must undergo a rapid COVID-19 swab test at the on site clinic, and must wait in the waiting room for a negative result to be received before leaving the clinic.
4. Copies of the Visitor Guide Handbook and the Policy and Procedure for Indoor and Outdoor Visits with Residents will be made available at the Main Entrance and on the website at [www.PerleyRideau.ca](http://www.PerleyRideau.ca)

**Screening- Support Workers**

1. Upon entry into the facility, a support worker must perform hand hygiene and don a surgical/procedural mask.
2. The support worker will use the screening app and will answer a series of screening questions mandated by the Ministry of Long Term Care.
3. The support worker must undergo a rapid COVID-19 swab test at the on site clinic. If the support worker does not have a service contract with Perley Rideau, the support worker must wait in the waiting room for a negative result to be received before leaving the clinic. If the support worker does have a service contract with Perley Rideau, the support worker can leave the clinic after undergoing swab testing.

**Designating Essential Caregivers**

1. Notification for the designation of caregivers must be submitted in writing to the admissions department within Support Services.
2. Residents/families will ensure that the caregivers have reviewed the following videos from Public Health Ontario: “Putting on Full Personal Protective Equipment”, “Taking off Full Personal Protective Equipment”, “How to Hand Wash” and that caregivers have read the Public Health Ontario handout “Putting on Personal Protective Equipment (PPE)”.



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3. If the caregiver is an external Private Service Provider (PSP), the Private Service Provider policy must be reviewed and Appendix C of the policy (“Agreement between the Resident/SDM and The Perley and Rideau Veterans' Health Centre Re: Private Service Providers”) must be filled out and given to the nursing team who will file the form in the resident’s chart and update the care plan.
4. The caregiver designation will be documented in PointClickCare, and Support Services will create a photo identification badge for the caregiver that includes the resident unit and room number.
5. When the home is in an outbreak, or the resident is self-isolating or symptomatic, a maximum of 1 caregiver per resident may visit at a time. The home will provide the essential caregiver with the appropriate PPE for the visit.
  - a. The number of general visitors and essential caregivers will comply with the ministry directives.
6. Retraining on PPE usage will be required when the building goes on outbreak, or the resident that is being supported is self-isolating or symptomatic. Retraining would involve reviewing the Public Health Ontario training videos and handouts.
7. A resident and/or their substitute decision-maker may change the caregiver designation in response to a change in the resident’s care needs that is reflected in the plan of care, or the availability of a designated caregiver (either temporary or permanent).
8. Families can call the Family Hotline (613-520-2980) if there are any questions about the designation of essential caregivers.

### **Non-Compliance with Visit Rules**

1. If any staff observe visitors not complying with visit rules, the family member will be approached for education.
2. The appropriate manager of resident care will be notified of each incident of any visitors not complying with visitor guidelines and will document and monitor non-compliance incidents in a tracking log
3. Managers will follow up with visitors who have multiple incidents of non-compliance, and based on manager discretion, a visit restriction letter may be given to the visitor. This letter will provide education on how visit rules keep residents safe, and notifies the visitor that they will be banned from visiting for a specified amount of time as determined by the manager. As a condition to returning to visit, the visitor will be required to complete specified training or education.



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### **POLICY- OUTDOOR VISITS**

1. Outdoor visits for residents who require assistance must be booked online prior to visiting in order to ensure the resident can be brought to the visiting location. Residents who do not require assistance can meet their visitors outside.
2. One 30 minute outdoor visit is permitted per resident each week to ensure equal access.
3. A COVID-19 test is not required.
4. A mask must be worn for the visit (non-medical masks are permitted). Masks must cover the nose and mouth at all times. Residents are not required to wear masks.
5. Physical distancing (2 metres) is recommended during outdoor visits.
6. Visitors/caregivers will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass any aspect of the screening, the visit will not be permitted to occur.

### **PROCEDURES – OUTDOOR VISITS**

1. Outdoor visits for residents who require assistance will occur in the Lupton Hall Courtyard. Residents from the Specialized Behavioural Support Unit (SBSU) will have visits in the Guest House courtyard. Physically distanced visiting stations will be available in both visit locations.
2. The 30-minute visits in the Lupton Hall Courtyard (including 5 minutes cleaning time at the end) will be scheduled seven days/week in three blocks of time as follows:
  - a. Visit times for SBSU will be variable and booked with the Recreation staff in SBSU.
3. If there are extreme weather warnings or a temperature above 26°C with a humidex of 30, outdoor visits will be cancelled, as per Ministry of Long-Term Care guidelines. Visitors will be advised of the cancellations the day before the visit via an email from the online booking portal. Window visits will not be offered in place of an outdoor visit.
4. For cancellations or rescheduling, visitors will be asked to cancel or schedule through the link given at the bottom of the confirmation email sent from the online booking portal. Cancellations must be made by 1:00PM one business day before the scheduled visit. For same day cancellations, the unit RPN must be contacted.
5. The afternoon before the visit, confirmed outdoor visits will be posted in the unit calendars.
6. Visitors will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass screening, the visit will not be permitted to occur.



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7. The screener will also ensure that the visitor performs hand hygiene and has a mask. If the visitor did not bring a mask, a surgical/procedural mask will be provided.
8. Perley Rideau screening consists of a screening app and testing, as mandated by the Ministry of Long-Term Care. All individuals must pass required screening/testing to attend an outdoor or indoor visit.
9. A staff member or volunteer will arrange to porter the resident to and from the outdoor visit station.
10. After each visit, a member of the visit support team will clean and disinfect chairs, tables and any other equipment used during the visit.
11. The visit will be documented in PointClickCare.
12. Visitors will be required to perform hand hygiene using hand sanitizer upon exit.
13. If visitors are not complying with the Visitor policy, education will be provided, and visits may be restricted for a specified time period. For specific procedures, please refer to the sub-section "Non-Compliance with Visit Rules" in the Procedures for Indoor Visits section.

### **REFERENCES**

COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007  
Issued under Section 77.7 of the Health Protection and Promotion Act (HPPA), R.S.O. 1990, c. H.7

- [https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH\\_HPPA.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf)

**COVID-19 guidance document long-term care homes in Ontario**

- <https://www.ontario.ca/page/covid-19-guidance-document-long-term-care-homes-ontario>



## Absences

Requirements See: Directive 3: <a href="https://bit.ly/3x5BotB">https://bit.ly/3x5BotB</a>	Fully Immunized Resident	Partial/Unimmunized Resident	Resident in Isolation
Compassionate Palliative	Permitted	Permitted	Permitted
Medical Appointments	Permitted	Permitted	Permitted
Short Term Essential	Permitted	Permitted	Not Permitted
Short Term Social (<24hrs)	Permitted	Not Permitted	Not Permitted
Temporary (2+days / overnight)	Permitted with approval	Not Permitted	Not Permitted

## Inside Perley Rideau Social Gathering

Requirements	Immunization Threshold Met	Below Immunization Threshold	Outbreak
Dining Room	Physical distancing can be relaxed between resident cohorts on the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Physical distancing must be maintained
Activities	Physical distancing can be relaxed within cohorts on the unit  Physical distancing must be maintained between cohorts off the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Individual activities on the outbreak unit

For those resident absences requiring approval, please contact the unit nurse. For a list of unit phone numbers please see page 19.

For general questions and concerns, please contact: [info@prvhc.com](mailto:info@prvhc.com) or the Family Helpline at 613.526-7170, ext. 2980