

VISITATION UPDATE

Recently, the Ministry of Long-Term Care announced changes to visiting guidelines. Since this announcement, we have been diligently working to ensure that processes and procedures are in place to ensure the safety of our residents, visitors and staff. We thank you for your patience and cooperation as we navigate through this process.

The procedures outlined below are currently in effect.

In their communication, the Ministry designated visitors into three (3) **INDOOR VISITING** categories:

1. Essential Visitors: a person performing an essential support service within the LTC Home (i.e. government inspector, contractor, lab technician etc.) OR a person visiting a very ill or palliative resident.

2. Essential Caregiver: a visitor who is designated by the resident and/or their substitute decision-maker and is visiting for the purpose of providing direct care to the resident (i.e. to support feeding, mobility, personal hygiene, etc.).

Requirements for **Essential Caregivers** at St. Joseph's Lifecare Long-Term Care include:

1. Must enter/exit the building between 8am and 10pm.
2. Must be at least 18 years of age.
3. A maximum of two (2) caregivers may be designated per resident at a time. The request for this designation must be approved by the clinical leadership team. Approvals will be communicated within 3 business days of the request. The "designation" of an individual as a caregiver is at the discretion of the resident and/or SDM. Any request for changes to designate caregivers must be provided in writing.
4. If the resident is not self-isolating or symptomatic, a maximum of two (2) caregivers per resident may visit at a time.
5. If the home is in a declared outbreak or if the resident is self-isolating or symptomatic, a maximum of one (1) caregiver per resident may visit at a time.
6. A caregiver may only be designated to one resident, unless they are providing a service to a couple or partner and where that visit can occur within a single room. Assistance will be provided where required.
7. Must complete screening upon entry and exit of the facility.
8. For the duration of the visit, must wear a badge provided by the home that identifies they are an essential caregiver.
9. Must verbally attest that they have tested negative for COVID-19 within two weeks of any visit and not subsequently tested positive.
10. Surgical/procedure mask must be worn at all times while visiting, without exception. (e.g. no drink/food, do not remove mask if making a phone call). Additional Personal Protective Equipment (PPE) may be required when visiting someone who is in isolation or symptomatic.
11. Movement within the facility is limited. Visitors must go directly to and from the screening area to the resident's room they are visiting. They also must not leave the resident's room to visit with others in common areas (e.g. dining rooms, lounges, cafeteria, central areas, and/or hallways).

12. When a caregiver is visiting over mealtimes, meals will be provided for the resident in their room for the caregiver to assist. Caregivers will not be permitted to assist with meals in the congregate dining area or visit the dining room area for any reason. Caregivers are not permitted to eat/drink with resident during snack/mealtimes.
13. Caregivers will be restricted to use of washroom facilities on the ground floor in the lobby area hallway and will go directly to the washroom and back to the resident's room or exit following use of the washroom.

Failure to follow the guidelines may result in future visiting restrictions.

3. General 'Indoor' Visitor: a person who visits indoors and is neither an essential visitor nor an essential caregiver. Requirements for **General 'Indoor' Visitors** at St. Joseph's Lifecare Long Term Care include:

1. General indoor visits are prescheduled and limited to one hour or less in length.
2. A maximum of two (2) general visitors per resident may visit at a time provided the resident is not self-isolating or symptomatic and the home is not in an outbreak.
3. Visitors must be at least 14 years of age
4. Visitors under 14 years of age must be accompanied by an adult and able to meet all visiting requirements.
5. Visitors must complete screening upon entry and exit of the facility
6. Must verbally attest that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive
7. Surgical/procedure mask must be worn at all times while visiting, without exception. (e.g. no drink/food, do not remove mask if making a phone call)
8. Movement within the facility is limited to the theme room on the resident's home area. Visitors must be escorted from the screening area to the theme room and to exit the building. They also must not leave the theme room to visit with others in common areas (e.g. dining rooms, lounges, cafeteria, central areas and/or hallways).

Failure to follow the guidelines may result in future visiting restrictions.

Please note, the above processes and procedures are subject to change and any changes will be communicated as soon as possible.

OUTDOOR VISITING

As the weather is now changing, we are evaluating our outdoor visiting policy and procedure. Additional information regarding any outdoor visiting changes will be communicated next week.

EXTERNAL LINKS

Now more than ever, it is important to consult reliable and trustworthy sources to have accurate and updated information about COVID-19. We strongly recommend and encourage you to visit official government links to stay up-to-date on this evolving situation.

[**Public Health Ontario**](#)

[**Gov't of Ontario COVID-19 Website**](#)

[**Gov't of Canada COVID-19 Website**](#)