



POLICY AND PROCEDURE

DEPARTMENT: ADMINISTRATION
TITLE: SAFE VISITATION

AD 0003 / IPC 0019 / OHS 0028

REVISION DATE: MAY, 2021
EFFECTIVE DATE: JULY, 2020

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APPROVED BY: CEO *Dr. Peter Birzgalis*

1.0 PURPOSE:

- 1.1 To outline guidelines for visitation within Venta Care Centre (VCC) during the COVID-19 pandemic that will protect the health and safety of residents, visitors, and staff.
- 1.2 To ensure residents have access to support from designated persons (other than staff) for their mental and physical health.
- 1.3 To ensure compliance with the Chief Medical Officer of Health (CMOH) Order 16-2021.

2.0 POLICY:

2.1 Indoor Visits:

2.1.1 VCC will lead a resident-directed risk tolerance assessment, in consultation with residents, families and staff to determine the sites ability to accept increased potential of exposure to COVID-19.

2.1.2 Each resident is permitted up to four (4) **designated family/support person(s)** scheduled indoor visits.

2.1.2.1 Indoor visitation in resident rooms will accommodate three (3) people per grouping (including the resident) to maintain physical distancing between all persons and groupings.

2.1.2.2 A designated indoor space will accommodate three (3) people per grouping (including the resident) to maintaining physical distancing between all persons and groupings.

2.1.3 Resident or guardian (or alternate decision maker) will confirm the four (4) **designated family/support person(s)** which may include:

2.1.3.1 A family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), power of attorney/trustee, agent, legal guardian or any other person identified by the resident or guardian (or alternate decision maker), including minors;

2.1.3.2 Children under 14 years of age must be accompanied.

2.1.3.3 A temporary replacement designated family/support person if original designated family/support person is unable to perform their role for a reasonable period (i.e., self-isolation, out of town).

2.1.4 The facility will permit **other visitors** (those other than designated family/ support persons) access to indoor and outdoor visitation if it is the desire of the majority (51%) of responding residents.

2.1.5 To better manage the number of people on site at a given time, the designated family/support person(s) or other visitor will be required to preschedule their visit with the operator.

2.1.6 Residents who are not required to isolate or quarantine are permitted to visit indoors with other non-isolating or non-quarantining residents in the same site.

2.2 **Outdoor Visits:**

2.2.1 The facility will accommodate scheduled outdoor visits with up to ten (10) people (including the resident) if space permits.

2.2.2 Outdoor visits will be accommodated in a designated outdoor space marked as such.

2.2.3 Physical distancing must always be maintained for persons not from the same household, and all visitors are required to wear a mask continuously throughout the visit.

2.2.4 Residents who are not required to isolate or quarantine are permitted to visit with other non-isolating or non-quarantining residents in designated outdoor courtyard spaces.

2.3 **Extenuating Circumstance Visits:**

2.3.1 Designated family/support person(s) and other visitors (other than designated persons that include family, friends, accompanied minors, support persons, professionals, etc.) are permitted entry in circumstances identified as **extenuating**. These visits are not subject to duration or frequency and include:

2.3.1.1 End of Life: The last four to six weeks of life based on the facility's best determination.

2.3.1.2 Significant Change in Health Status: Any sudden change in physical/mental/cognitive/spiritual health, extreme loneliness or depression or other situation whereby resident health has been or is suddenly compromised. Significant change in health status will be

determined in consultation with the resident and designated family/support person(s).

2.3.1.3 Pressing circumstances: Any life event where onsite access to someone other than the designated family/support person(s) may be deemed necessary (i.e., family crisis, legal matter, etc.).

2.3.2 Semi-private room visits are permitted only if physical distancing from other residents can be maintained which the facility will do their best to accommodate.

2.3.3 Up to three (3) people (not including the resident) may visit a resident on end of life at one time, unless all persons are from the same household in which case there is no specific maximum, and the facility will accommodate as space permits.

2.3.4 Up to three (3) people (not including the resident) may visit a resident at one time if there is a significant change in health status or pressing circumstances.

2.4 Restricted Access:

2.4.1 The facility may quickly (without taking time to engage with residents, families, and staff) and temporarily (up to 14 days) limit indoor social visitors (not including designated family/ support persons) in outbreak situations.

2.4.2 Restrictions will be re-evaluated within 14 days after they have been put in place.

2.4.3 In rare outbreak situations, a local Medical Officer of Health or designate leading the outbreak response, or Alberta Health Services Communicable Disease Control advising the outbreak response, may advise, in writing, a temporary (up to 14 day) limitation for designated family / support persons, if required.

3.0 PROCEDURE:

3.1 Designated family/support person(s), selected by the resident or alternate decision maker, is required to preschedule an indoor or outdoor visit on VCC's website.

3.2 Screening:

3.2.1 Any designated family/support person or visitor who intends to enter VCC will require to be screened. Screening is completed *every time* the individual enters the facility.

3.2.2 Persons who do not enter the facility (i.e., outdoor visits) and follow physical distancing during the outdoor visit are not required to be screened.

3.2.3 Screening involves the review and/or completion of the following:

3.2.3.1 A temperature screening by designated personnel.

3.2.3.2 The completion of the ‘COVID-19 Visitor Release and Waiver Agreement’ (see Appendix A).

3.2.3.3 Assessed using the current COVID-19 health daily checklist.

3.2.3.4 Review facility Safe Visiting Practices (see Appendix B).

3.2.3.6 Confirmation of identity and designated status.

3.2.3.7 Documentation of arrival and exit times (only if entering the building).
The visitor shall sign in at the front.

3.2.4 Any visitor entering the facility shall sign in on the ‘Visitor Sign-In Record’ after reviewing VCC’s ‘**Visitor Health and Safety Information**’ bulletin (see Appendix C).

3.4 Concern / Complaint Resolution:

3.4.1 Concerns or complaints expressed by the resident, families or other visitors regarding the policy and process for safe visiting and/or the interpretation and implementation of CMOH Order 16-2021 will be facilitated through VCC’s Complaint Concerns process (see policy and procedure AD0019/OHS0004 – “Complaint Concerns Resolution and Monitoring Process”).

3.4.1 The facility may restrict access to person(s) not complying with facility visitation practices.

3.5 Safe Visiting Practices:

3.5.1 Visitors shall assess their risk of unknown exposure to COVID-19 based on their behaviour **14 days** prior to entering the facility (refer to Appendix B)

3.5.2 Individuals visiting the facility should limit the number of different sites they enter and provide in-person visits to only **one site per day** to the greatest extent possible.

3.5.3 All persons visiting are required to wear a mask (and other PPE as required) continuously throughout their time indoors and will be instructed on how to put on and take off that mask and any other personal protective equipment (PPE) that may be required.

3.5.4 All persons visiting must use an alcohol-based hand sanitizer before, during as appropriate, and after all visits.

3.6 Extended Visits:

3.6.1 The facility will support residents in leaving the site for extended stays (over 24 hours) when requested by resident or resident decision-maker / guardian. This

decision will be made in consultation with the interdisciplinary team for resident's that are immunocompromised or medically fragile.

3.6.2 Residents returning from same day outings or off-site overnight stays may require additional precautions.

3.6.2.1 Residents will be screened upon reentry. If they fail the health assessment screening, they will be provided a surgical mask, isolated in their room, and asked to consent to testing for COVID-19.

3.6.2.1 If the resident passes the health assessment screening, no additional precautions will be required if they are fully vaccinated.

3.6.3 If the resident passes the health assessment screening, and are not vaccinated or not fully vaccinated, they will require twice daily symptoms check for 14 days.

4.0 REFERENCES:

4.1 Alberta Health Record of Decision – CMOH Order 16-2021 (April 26, 2021).

Appendix A

BY AGREEING TO THE TERMS OF THIS AGREEMENT YOU ARE WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE, IN RELATION TO COVID-19 AND ITS RISKS

PLEASE READ CAREFULLY

Covid-19 Release and Waiver Agreement (this “Agreement”) for visiting Venta Care Centre (“Facility”) for a period of one year

PART I - COVID-19 ACKNOWLEDGEMENTS

I HEREBY ACKNOWLEDGE AND AGREE THAT:

(a) On each visit to the Facility, I will complete the attached health screening assessment and screening process and will report any irregularities in such screening assessment to the Facility forthwith; and

(b) I agree to comply fully with policies and procedures in place at the Facility.

PART II – ASSUMPTION OF RISKS, RELEASE OF LIABILITY AND WAIVER– COVID-19

In consideration of the Facility allowing me to visit the Facility for a period of one year from the date of execution of this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I hereby acknowledge and agree as follows:

(a) I acknowledge that my presence adds increased risk to the residents of the Facility, and that the risk of injury to me and to the residents and staff of the Facility is significant, including the potential for serious personal injury, death or illness resulting from or arising in any way from COVID-19;

(b) I am willing to accept full responsibility for this choice as it relates to my own health and wellbeing and that of the residents and staff of the Facility, and agree to assume all responsibility for such risks, and to visit the Facility at my own risk;

(c) I acknowledge and agree that the Facility, its subsidiaries, and affiliates, and any of their respective directors, officers, shareholders, employees, agents, independent contractors, successors and assigns (hereinafter collectively referred to as the “Releasees”), shall not be liable or responsible in any way for any injury whatsoever or death, which may be suffered by me, or by any other person in contact with me, arising out of COVID-19 and my attendance at the Facility;

(d) I waive any and all claims against, and I covenant not to sue, each of the Releasees, for any liabilities or injury whatsoever which may be suffered by me, or by any other person in contact with me, arising out of COVID-19, due to my attendance at the Facility, and I agree that any one or more of the Releasees shall have the right to use this Agreement as a complete bar and defense to any claim or lawsuit brought in contravention of this Agreement;

(e) I agree on behalf of my heirs, successors and family to indemnify, defend, and hold harmless the Releasees from and against any and all losses or damages of any kind whatsoever, including reasonable legal fees, incurred by the Releasees in connection with any third party claim whatsoever

brought against or involving any one or more of the Releasees, arising out of the contraction of COVID-19, as a result of or in connection with my attendance at the Facility;

(f) I agree that the laws of the Province of Alberta shall apply, and the courts of the Province of Alberta shall have sole and absolute jurisdiction, for any claims arising out of this Agreement.

BY SIGNING BELOW, I AM ACKNOWLEDGING THAT I HAVE READ THIS AGREEMENT IN FULL AND THAT I FULLY UNDERSTAND ITS TERMS, AND I UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND THAT I AM SIGNING IT VOLUNTARILY WITHOUT ANY INDUCEMENT, AND I ACKNOWLEDGE THAT I HAVE BEEN PROVIDED THE OPPORTUNITY TO SEEK INDEPENDENT LEGAL ADVICE REGARDING THE EFFECT OF THE TERMS AND CONDITIONS HEREOF AND IF I HAVE NOT OBTAINED INDEPENDENT LEGAL ADVICE, I HEREBY WAIVE THOSE RIGHTS BY SIGNING.

Dated at _____ this ___ day of _____, 20__

Signature _____

Witness _____

Appendix B

SAFE VISITING PRACTICES

Risk of Unknown Exposure to COVID-19

Determine your risk of unknown exposure to COVID-19 based on your behavior **14 days** prior to this visit.

Considerations include:

- Personal vaccination status
- Adherence to all provincial CMOH Orders and public health advice directed to all Albertans
- Employment related risk (e.g., at home is lower risk; in-person raises risk)
- Transportation related risks (e.g., traveling on a bus or shared ride is higher risk)
- Recent interprovincial travel (continues to not be recommended)

It is imperative that the Health Assessment Screening provided to you is answered completely and accurately. If you have any of the symptoms listed or recent known exposure to COVID-19 you will not be permitted to enter Venta Care Centre at all, even if you have been vaccinated.

During and after your visit, all visitors are required to complete a self-assessment for COVID-19 symptoms. If you feel ill or develop any symptoms at any time during your visit you are required to leave the facility immediately.

Individuals visiting the facility should limit the number of different sites they enter and provide in-person visits to only one site per day to the greatest extent possible.

Hand Hygiene

All persons visiting must wash their hands often with soap and water for at least 20 seconds or use alcohol-based hand sanitizer (greater than 60% alcohol content) before, during as appropriate, and after all visits.



- Include palms, fingers, fingertips and thumbs
- Rub until hands are completely dry



Use of PPE – General Practices

All designated family support persons are required to wear a mask (and other PPE as required) continuously throughout their time indoors. You will be provided instructions on how to put on and take off your mask and any other PPE that may be required. When visiting a resident on isolation precautions Venta will ensure that you are provided the required PPE, have been trained to use, and have practiced the appropriate use of the PPE.



I have read, understood, and agree to abide by the above Venta Care Centre's Safe Visiting Practices while in the facility.

Name of Resident Visiting: _____
(last name, first name)

Visitor Name: _____ Contact Number: _____
(last name, first name)

Signature: _____ Date: _____

Screener Initial (Confirming Documentation Completed): _____

Appendix C



VISITOR HEALTH AND SAFETY INFORMATION



Safetymatters

Venta Care Centre has visitors sign in at the front- Please sign in and out as this allows us to know who is in the building which also aids in an emergency situation

- ❖ We have a secure building- This building is secure 24/7 to protect you and your loved one
- ❖ Security Cameras/audio- The cameras are located throughout the facility and the data is collected and archived
- ❖ First Aid Station- Located in the 1000 Nursing Station
- ❖ Fire Alarm – In the event of a fire alarm proceed to the nearest Nursing Station
- ❖ We have a pet policy- All pets are screened before being allowed in the facility. Signage is posted at the front desk notifying everyone that a pet is in the building.
- ❖ We screen staff for TB- All new employees are screened for tuberculosis (TB)
- ❖ Vaccines– New Residents with no record of a pneumococcal vaccine will receive the vaccination on admission and all Residents will receive the influenza vaccine annually (both with permission from Resident/ guardian/ agent).
- ❖ Infection Control– Hand washing information and hand sanitizers are distributed throughout the building. All precautionary signage in the building must be followed. An emergency sign will be posted in the main entrance in the event the facility is on Outbreak. Resident rooms under isolation will be clearly marked with signage and protective equipment (gloves, mask, and gowns) is provided to prevent the spread of infection.
- ❖ Emergency Call Bell System– Call bell stations are located in each Residents Room/ bathroom, Therapy Rooms, Dining Rooms, Tub Rooms, and in the Atrium. Pressing a call bell will alert nursing staff through VCC's paging system. There are also marquees throughout the building that alert staff when a page has been escalated
- ❖ Newsletters on Health and Safety- This allows VCC to keep you in the loop on health and safety issues
- ❖ Restricted Access Areas- Visitors are asked to visit within their family member's room and public meeting areas. Restricted areas are either locked or identified with

appropriate signage. In order to prevent injury only trained VCC staff may enter these work areas.

- ❖ Footwear Cleaning Stations- Keeps the facility clean and the floors dry which reduces falls and risk of slippage
- ❖ No Smoking- Smoking is a health hazard this is for everyone's health
- ❖ Regular Housekeeping- Good housekeeping keeps infections down and reduces hazards (slip, trips)
- ❖ Heated Driveway- This feature aids in the reduction of ice formation on the driveways, reducing falls and risk of slippage
- ❖ Weather Radio System- VCC has an emergency weather radio. If a weather emergency is identified appropriate action will be taken
- ❖ Workplace Violence and Harassment – VCC has a policy in place to protect all who visit, live or work within the facility. Please use caution when approaching any Resident. Some may exhibit unexpected behaviors.
- ❖ Confidentiality- All employees sign confidentiality agreements annually. Resident privacy and confidentiality must be respected. Please do not wander into other residents' rooms, this is their home and we respect their privacy
- ❖ Complaint Resolution Process- VCC has a complaint and resolution process and policy in place. VCC will follow up with Residents, Families or Visitors in an effort to resolve any concerns, complaints or potential hazards brought forward
- ❖ Volunteer Orientation- All visitors or family members volunteering their services at VCC are given a general orientation of the facility. OH&S is covered in this book.