

<b>TITLE:</b>	<b>Visitors / Reopening Protocols (COVID-19) (BC)</b>	<b>POLICY #:</b>	<b>XXII-N-10.62</b>
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CURRENT REVISION:	July 2021		

**POLICY:**

To ensure a safe environment that follows provincially mandated protocols regarding physical distancing, this policy and procedure provides guidance for how visits and reopening of services are scheduled and facilitated across the residence in accordance with regulatory directives.

**PROCEDURE:**

The General Manager or designate will:

- 1) Establish a reopening plan, which will include designated outdoor and indoor areas for visits, hairdressing services, and resident leave of absence.
- 2) Establish the flow of team, resident, and family movement to and from the visiting areas, ensuring minimal traffic through the location.  
**Note:** May use MOH/Public Health/Health Authority resources and checklists.
- 3) Ensure alignment with social visitor requirement within the residence in resident suites and outdoor space as designated.
- 4) Ensure screening processes are in place to greet and screen visitors prior to the visit.
- 5) Consider the indoor and outdoor physical layout of the residence when implementing safety precautions. Restrict the use of common areas, including the dining room, in the residence for social visits to take place.
- 6) Post maximum occupancy requirements in outdoor spaces if used for visiting.
- 7) Ensure privacy for the resident and family/visitor during visits.
- 8) Communicate with residents and families/visitors the process for visits, prioritizing emotional and/or clinical decline of residents.
- 9) Forward complaints/disputes over any decision to decline entry into the residence to the Health Authority. Track concerns using the internal complaints process in place and additional documentation as required by the Health Authority.

The Housekeeping Team or designate will:

- 1) Ensure enhanced cleaning of all high touch surfaces twice daily and when visibly soiled with hospital grade (high-level) disinfectant.

The Resident Engagement Manager or designate will:

- 1) Be accountable for the maintenance of protocols, documentation, and auditing.
- 2) Conduct an initial review and monthly thereafter of current visitor protocols and IPAC practices with residents and families. Any gaps during the review will be reported to the IPAC Lead/designate.
- 3) Ensure visitors are educated about physical distancing during the visit with other residents/team members, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE. Maintain IPAC measures in place including wearing a medical mask and hand hygiene practices, allowing visitors to have physical touch with residents they are visiting.
- 4) Appoint team member(s) to conduct active screening and provide education to all visitors.
- 5) Ensure the visit is documented in the resident's electronic health record.
- 6) Maintain all records related to the family visiting process.
- 7) Cancel and reschedule the visit for any of the following reasons:
  - The residence goes into outbreak
  - Resident is experiencing symptoms or is self-isolating
  - Inclement weather (i.e. heat wave or rain)
  - Other emergencies (i.e. Code Red)

All Team Members will:

- 1) Participate in and support visiting of residents as needed.
- 2) Guide any visitor with PPE utilization as needed.
- 3) Seek support from nurse in charge and/or manager(s) to address questions and concerns, including immediate advice to support individual resident and family needs.

The Visitor will:

- 1) Participate in the active screening process, perform hand hygiene, don PPE during the visit, and comply with monthly education to ensure full compliance to visiting policy requirement and IPAC practices.
- 2) Be screened for signs and symptoms of illness, including COVID-19, during the scheduling of visits.

- 3) Refrain from consuming food and beverage items brought into the care community with the resident during visits. Residents, however, may consume food and beverage items during the visit.
- 4) Refrain from visiting any other resident and any other indoor spaces other than the designated washroom within the residence.

**NOTE:** Visitation of pets will be determined on a case by case basis to support the wellbeing of the resident.

**NOTE:** Any non-compliance with the visitor responsibilities in this policy will result in a discontinuation of the visit for the non-compliant visitor.

**References:**

Coronavirus COVID-19 BC Centre for Disease Control/BC Ministry of Health,  
Long-term Care and Assisted Living Provider Social Visit Safety Plan Checklist, July 7, 2020  
Visitation Table – Sept 9 2020-Final (002)

Ministry of Health – Overview of Visitors in Long Term Care and Seniors' Assisted Living, April 1<sup>st</sup>,  
2021 Available at: [http://www.bccdc.ca/Health-Info-Site/Documents/Visitors\\_Long-Term\\_Care\\_Seniors\\_Assisted\\_Living.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/Visitors_Long-Term_Care_Seniors_Assisted_Living.pdf)

IH-PRCC-Social Visitors Compliant Resolution Memo LTC\_16Sept 2020

Fraser Health Pandemic Response - October 29, 2020 - Government of Canada COVID-19:  
Compassionate Entry for Travelers and Limited Release from Quarantine

**Attachments:** XXII-N-10.62(a) Visitor Guidelines (BC)  
XXII-N-10.62(b) Best Practice Guidelines for Indoor & Outdoor Entertainment  
(BC)  
XXII-N-10.62(c) Visitor Acknowledgement Posting (BC)