



PROCEDURE

Section: Health and Safety	Date Management Approved: July 22, 2020
	Review Dates: Aug 13/20, Sep 3/20, Sep 24/20, Oct 15/20, Nov 5/20, Nov 26/20, Dec 17/20, Jan 12/21, Feb 2/21, Feb 24/21, Mar 16/21, Apr 6/21,
Subject: Safe Indoor Visitation	Revision Dates: Oct 21/20, May 10/21
Department: Supportive Living, Lodge, Apartments	Procedure Number: PR-31

1) Purpose:

To offset the negative consequences to residents due to the prolonged visitor restrictions, by enabling resident's access to support from designated persons (other than staff). While maintaining necessary safety precautions, support from designated persons is essential to maintaining the resident's mental and physical health.

2) Definitions:

PPE (personal protective equipment) Mask and Eye Protection

Don: To put on

Doff: To take off

a) Procedure for Designated Family/Support Person(s)

Each resident will name up to four individuals to act as their designated family/support person(s).

b) Cypress View Foundation will keep a list of all individuals identified by the resident as designated family/support person(s)

c) All designated family/support person(s) will create a standing schedule for visitation. (a consistent week after week schedule is recommended) Thus, eliminating the need to book each visit individually. The designated family/support person(s) will create the visitation schedule based on resident needs and preferences.

d) The designated family/ support person(s) must phone Hilary Hamilton at 403-525-2200 or email at hhamilton@cypressview.org to discuss and establish their standing visitation schedule.

e) Hilary will record the standing visitation schedule in the visitation schedule spreadsheet in the "Z" drive. Hilary will provide a copy of the visitation schedule to security.

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- f) Prior to the designated family/support person(s) first visit, Cypress View Foundation will:
- Educate and instruct all residents, designated family/ support person(s) to adhere to Safe Visiting Practices and to follow site policies/ procedures.
 - Provide training on how to use PPE and instruct that they must have practiced the appropriate use of PPE.
- g) The designated/family support person(s) will review the Safe Visiting Practices prior to each visit and before coming to the facility.
- h) On each visit to the facility, the designated family/support person(s) will enter and exit through the main entrance only. The 4 designated family/ support persons may attend to a resident simultaneously, while maintaining physical distancing (unless they are from the same household) and all other safe visiting practices. Security will ask the individual(s) their name(s) and confirm their designate family/support person(s) role. Prior to proceeding into the facility, the designated family/support person(s) will sign in, complete the COVID-19 Designated Family/Support Person Screening, and have their temperature taken by security. If the designated/ family support person(s) answers Yes to screening questions they will not be permitted to enter the site.
- i) Children under the age of 14 years of age must be accompanied.
- j) Security will instruct the designated family/support person(s) to:
- Perform hand hygiene using the alcohol -based hand rub provided,
 - Don a procedure mask (provided by Cypress View Foundation)
 - Don eye protection (provided by Cypress View Foundation)
 - Proceed directly to the resident's room to visit once the steps above have been complete.

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- k) The designated family/ support person(s) are permitted to visit in designated indoor social visiting area as well as in resident's room
- l) Designated family/support person(s) are permitted to bring gifts, including homemade or purchased food or flowers/plants. At the discretion of Cypress View Foundation, some items may be required to be cleaned and disinfected by the individual or quarantined for a period of time.
- m) Upon conclusion of the visit, the designated family/ support person(s) will return to the main entrance, conduct hand hygiene, sign out, return the eye protection to security, dispose of their mask in the garbage can and perform hand hygiene again.
- n) Other visitors will be permitted entry in circumstances identified as extenuating, including end of life, change in health status and pressing circumstances. These visits must be discussed with Hilary Hamilton in conjunction with the Senior Manager of Resident and Health Services, prior to the visitor coming to the site. Prior to coming to the site, these visitors must be educated on Safe Visiting Practices and related site policies/ procedures.
- o) Visitors (i.e. those other than designate persons) are permitted to visit indoors in the SRV common area at the end of the hallway. Groupings of up to four individuals (not including resident), space permitting. For indoor social visits, all visitors present at any one time for a resident must be from the same household (physical distancing required from designated family/support person(s) if present, unless from same household). All indoor social visits must be coordinated with Hilary Hamilton.
- p) The only exception to "up to four at a time" is in the case of end of life, where if all persons are from the same household, there is no maximum.
- q) If the resident and their designated family/ support person(s) wish to include physical touch in their visits, they must:
 - Stop close contact with the resident and inform staff immediately for further direction if they are or become symptomatic during their visit.

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- Continuously wear a mask that covers the nose and mouth while within 2 meters of the resident
 - Though the resident does not need to also wear a mask, they may choose to do so based on their risk of unknown exposure from off-site activity.
 - Perform hand hygiene (hand washing and/or use of alcohol -based hand sanitizer) both before and after direct physical contact with the resident.
- r) If resident is isolated due to symptoms of Covid-19:
- Cypress View Foundation will ensure that the designated family/support person(s) and/ or visitors have or are provided with the required PPE (based on precaution required),
 - are trained and have practiced the appropriate use of PPE.
- s) Residents who have sensory deficits or cognitive impairment will be supported to have safe and meaningful visits that support their health and well-being. This includes creative strategies to overcome barriers in situations where the use of PPE by the visiting person is inappropriate or disrupts communication, where physical distancing cannot be maintained. Adaptations must be discussed and approved with the Seniors Manager of Resident and Health Services in collaboration with the Medical Officer of Health.
- t) Cypress View Foundation will document all disputes, concerns, or complaints, regarding the process for safe visiting and the interpretation and implementation of the order
- u) Cypress View Foundation will work with the resident and designated family/support person(s) to address and resolve concerns regarding the process for safe visiting and the interpretation and implementation of the order
- v) Designated family/support person(s) may be refused entry if there is reason to believe an individual is not abiding by the Safe Visiting Practices and this procedure.



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