



VISITATION SAFETY PLAN

Effective: July 8, 2020

The safety of our residents, staff and visitors is our top priority. This plan provides guidance and requirements for all Essential and Family/Social visits. In addition to attending town halls and webinars, the following resources were used to develop this plan:

- BCCDC Infection Prevention and Control Requirements for COVID-19 in Long Term Care and Senior's Assisted Living – June 30, 2020.
- Ministry of Health Policy Communique – May 19, 2020
- FHA Essential Visit Protocol: LTC & AL– June 25, 2020
- FHA Long-Term Care, Assisted Living COVID-19 Resource Toolkit – July 8, 2020

This document will be reviewed on a regular monthly basis to ensure that our current practices are in compliance with the above stated resources and practice requirements. Accordingly, the plan may change in response to current staffing levels, resources, supplies, directions from FHA, directions from the BC Ministry of Health and infectious outbreak activity in the community.

Morgan Place has identified the Recreation Coordinator as the lead person who will ensure that the Visitation Safety Plan is complied with and the application is understood by the facility staff.

As part of implementing additional measures to allow visits, it is recognized that in order to balance the safety and quality of life of our residents, the facility must have a collaborative partnership with our families and everyone must be individually accountable and committed to adhering to the safety plan.

If there is an active case of COVID 19 at Morgan Place all social visits will cease immediately until the outbreak is declared over by the Medical Health Officer. All essential visits will be for actively dying residents only.

Residents and/or their families are encouraged to bring forward any concerns or suggestions to the Recreation Coordinator and/or the Director of Resident Services. Alternatively, families who have concerns that cannot be resolved at the facility level should be directed to the *Fraser Health Patient Complaint Quality Office* at 1-877-880-8823.

1. **Essential Visits:** are necessary visits directly related to the resident's needs. It must be determined that the absence of the visitor and/or the replacement of the visitor by staff is contributing to recognizable harm to the resident.
 - a. An **Essential Visit Assessment** must be completed with input from the family identifying:
 - i. a decline in function that can be attributed to the absence of the visitor,
 - ii. the replacement of the visitor by staff result in harm to the resident, either physical or emotional, or
 - iii. when a resident requires assistance to support essential decision making.
 - b. Essential visits will be permitted for individual residents if Morgan Place is COVID 19 free.
 - c. If there is an active case of COVID 19 then essential visits will be permitted **only for residents who are actively dying**.
 - d. The decision to permit an essential visit will be made with the primary focus being the care needs of the resident and the determination that the visit is necessary and directly related to the care needs of the resident as identified in the care plan.
 - e. Essential visits must be limited to **one visitor** per resident in Morgan Place at a time.

2. **Family/Social Visits:** are intended to support the emotional well-being of the resident.
 - a. All social visits will be scheduled daily from 10 – 11am.
 - b. Social visits will not be scheduled on statutory holidays due to a limited number of staff to facilitate the screening and monitoring process.
 - c. Social visits are limited to **a single designated** visitor per resident.

- d. Children are not allowed to visit at this time.
 - e. Pets are not allowed to visit at this time.
 - f. Visitors must bring and wear a mask at **ALL** times while in the facility.
 - g. No items, including food or drink may be exchanged between the resident and their visitor, unless it has been previously approved. All items are to be placed on the care package drop table at the front entrance.
 - h. In order to safety provide oversight and monitoring for social visits, the **door to the room must remain open**.
 - i. Visitors will **ONLY** visit in the resident's room. Visitors are directed to the appropriate room by the screening staff. At the end of the visit, the monitor will direct the visitor to the front lobby to be signed out.
3. **Visiting Guidelines:** All visitors (Essential and Social) must adhere to these guidelines. Visitors who are unable to or do not comply with the guidelines will be excluded from entering the facility.
- a. Visitors enter and exit **ONLY** through the main entrance.
 - b. **NO VISITOR SHALL ENTER THE FACILITY IF THEY ARE FEELING ILL IN ANY WAY.**
 - c. Visitors will only be allowed entrance to the facility by our staff. They will be signed in and actively screened prior to every visit for signs and symptoms of all gastrointestinal and respiratory infections, including COVID 19. (see entrance screening list of questions) A log of all visitors will be maintained by the facility and the arrival and departure time must be recorded.
 - d. Visitors with symptoms or concerns identified via screening will **NOT** be approved to enter the facility.
 - e. Visitors on self-isolation in accordance with Public Health directives must **NOT** enter the facility.
 - f. After being approved to enter, all visitors will perform hand hygiene immediately upon entering the facility, prior to entering the resident's room, after exiting the resident's room and when exiting the facility.
 - g. Visitors must have a face mask on when entering the facility and they must wear a face mask at **ALL times** while in the facility.

- h. Visitors must have the ability to and comply with any additional precautions including infection prevention and control measures as instructed by the staff. If not, the visitor will be excluded from visiting.
- i. Visitors must **AT ALL TIMES** practice respiratory etiquette, hand hygiene and physical distancing, including while in the resident's room. All visitors must maintain a physical distance of at least 6 feet from others while in the facility.
- j. Public washrooms are not available at this time.
- k. Visitors will be directed to the appropriate room by the screening staff. Visitors must travel directly between the entrance and the resident's room and will not deviate to other locations within the facility. They must remain in the room at all times other than when exiting the facility.
 - i. If the resident is not in the room when the visitor arrives, the visitor is not to leave the room. The monitor will bring the resident to the room.
 - ii. Care procedures will be minimized during the scheduled visiting time. If there is an urgent situation in which a staff member is required, the visitor will inform the monitor.
 - iii. If the resident does not want to visit or stay in the room, the visitor will not leave the room. The monitor will attempt to return the resident to the room, however; if the resident does not wish to remain in the room, the visit will be ended and the monitor will direct the visitor to the front exit.
 - iv. In order to allow for social distancing, the visitor will not engage the unit staff in conversation. If more information is required about a resident, the visitor will be instructed to contact the nurse via telephone. Visitors will not go to the nursing stations.
 - v. At the end of the visit, the monitor will direct the visitor to the front exit to be signed out by the screening staff. They must go directly to the front exit.

4. **Outside social outings** and appointments remain restricted to essential medical appointments only. (e.g. dialysis)

5. **Personal Services and Hairdressing:** Personal services will be provided only by a single site service provider. The provider will:
 - a. Adhere to all screening and monitoring requirements.
 - b. Adhere to the WorkSafe BC protocols for personal services.
 - c. Adhere to the submitted safety plan.

6. **Environmental Cleaning and Disinfecting:** Following the scheduled visiting time all high touch surfaces such as doorknobs, keypads, handrails & remotes will be cleaned and disinfected using the recommended agent and concentration as set out by the BCCDC. Morgan Place uses a chlorine bleach solution and accelerated Hydrogen Peroxide .5% wipes.