



Ministry of Long-term Care Resuming Visits in Long Term Care Homes (released September 2nd 2020):

Caregivers – Caregivers are defined as a type of essential visitor who is designated by the resident or SDM to provide direct care to the resident which may include and not limited to supporting feeding, personal hygiene, or relational continuity, and must be at least 18 years of age. Caregivers will be able to enter the home post surveillance screening, and once education is complete (links will be provided below). Family members who are considered a caregiver will attest to having a negative COVID-19 swab result within the last 14 days, and not have visited another Long-Term care home/ or with as resident who was self-isolating or symptomatic and/or if the home is in a suspected outbreak or an outbreak. Training of PPE donning and doffing, and hand hygiene will be provided on each visit prior to entering a home area. Caregivers are not permitted to visit anyone else other than their family/friend, and only 2 family members may come into the home to visit. We ask families who would request to visit as a caregiver email Lindsay Bailey at Lindsay.Bailey@markhaven.ca including the names of the family members who will be visiting for the homes record. Any changes to the 2 family members chosen must be discussed with Management with rationale of why changes are being made. The home ask that due to limitations in staffing resources for such a large change during this pandemic caregivers only attend the home between 10am – 6pm until further notice. Visits by caregivers do not need to be scheduled and the length of time and frequency of visits are not restricted. Families will be escorted by staff to the resident's room, and to ensure decreased wait time the home asks families to schedule a head of time to ensure availability of staffing for escorting families. Families may have to wait to be escorted as resident care is the homes primary priority. Families must remain in the room to maintain a safe environment for all residents/staff on the home area. Families entering the resident home areas must comply with usage of home provided surgical mask and face shield. Families may bring face shields from home but must clean them on arrival under supervision from staff with home provided disinfectant. Any family members who are exhibiting any COVID-19 symptoms will be asked to leave the home immediately to ensure resident and staff safety.

Essential Visitors – Essential visitors are families of residents who are acutely ill/ palliative or deteriorating. The home will update families and discuss resident status prior to this designation being implemented. The measures for essential visitors include access to residents during an outbreak or even if the resident is exhibiting COVID-19 symptoms. This is the only type of visitor who is allowed in the home during an outbreak. A maximum of 2 essential visitors are allowed in the home, but not at the same time due to issues with space in resident rooms. Essential visitors are directed to remain in resident rooms when visiting and are to be escorted to and from the resident room, and follow any protocols in place as directed (ie. Droplet/contact precautions). Families entering the resident home areas must comply with usage of home provided surgical mask and face shield. Families may bring face shields from home but must clean them on arrival under supervision from staff with home provided disinfectant. Any family members who are exhibiting any COVID-19 symptoms will be asked to leave the home immediately to ensure resident and staff safety.

General Visitors – There will be no changes to outdoor and indoor visits for ‘General Visitors’ which will continue to follow scheduled visits as was done prior to the suspected outbreak. Markhaven does strongly encourage families to continue with scheduled indoor and outdoor general visits to limit risk of exposure to COVID-19 to our residents/staff as the threat of COVID-19 outbreaks continue as the upcoming flu season is approaching and a second wave is expected. General Visitors for outdoor visits do not have to have COVID-19 swabbing as previously directed. Any family members who are exhibiting any COVID-19 symptoms will be asked to leave the home immediately for indoor visits to ensure resident and staff safety.

The aforementioned changes will take effect September 9th 2020.