



# Riverdale Terrace Retirement Residence

## Retirement Home Visitor Policy Effective date: May 5, 2022

Protection of retirement home residents and staff from the risk of COVID-19 is paramount. Guidance for retirement homes is in place to protect the health and safety of residents, staff, and visitors, while supporting residents in receiving the care they need and in consideration of their mental health and emotional well-being.

### 1. REQUIREMENTS FOR HOME VISITS

Retirement homes are responsible for ensuring that residents receive visitors safely by implementing visiting practices that help to protect against the risk of COVID-19. Riverdale Terrace ensures ongoing compliance with the Infection Protection and Control (IPAC) measures set out in this policy.

- **Visitor Responsibility:** Visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements related to screening, IPAC, & Personal Protective Equipment (PPE).

#### 1.1 Types of Visitors

There are three categories of visitors: Essential Visitors, General Visitors, and Personal Care Service Providers. This document specifically highlights the responsibility of Essential caregivers and General visitors when visiting Riverdale Terrace.

<p><b>1. Essential Visitors</b>  <i>Essential Visitors are persons performing essential support services (e.g., food delivery, inspectors, maintenance, or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident).</i></p> <p><i>There are two</i></p>	<p><b>A. Support Workers</b>  A Support Worker is <b>brought into the home to perform essential services for the home or for a resident in the home</b>, including:</p> <ol style="list-style-type: none"> <li>a. Regulated health care professionals under the <i>Regulated Health Professions Act, 1991</i> (e.g., physicians, nurses);</li> <li>b. Unregulated health care workers (e.g., PSWs, personal/support aides, nursing/personal care attendants), including external care providers and Home and Community Care Support Service Providers (formerly LHIN providers);</li> <li>c. Authorized third parties who accommodate the needs of a resident with a disability;</li> <li>d. Health and safety workers, including IPAC specialists;</li> <li>e. Maintenance workers;</li> <li>f. Private housekeepers;</li> <li>g. Inspectors; and</li> <li>h. Food delivery.</li> </ol>
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<p><i>categories of Essential Visitors: Support Workers and Essential Caregivers.</i></p> <p>External Care Providers (ECPs): ECPs are employees, staff or contractors of Home and Community Care Support Services (HCCSS) (formerly LHINs) and provide services to residents. They are considered <b>Essential</b></p>	<p><b>B. Essential Caregivers</b></p> <p>Essential Caregivers provide care to a resident including supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making. Essential Caregivers may be family members, a privately hired caregiver, paid companions and translators even if the person would also be considered a Support Worker.</p> <p>Essential Caregivers must be designated by the resident, or if the resident is unable to do so, their substitute decision-maker. The designation should be made in writing to the home, and the home should have a procedure for documenting Essential Caregiver designations. The necessity of an Essential Caregiver is determined by the resident or the SDM.</p> <ul style="list-style-type: none"> <li>• Essential Caregivers will not be denied access to residents, provided that they pass the active screening, testing and PPE requirements.</li> </ul>
<p><b>Visitors</b> to retirement homes must comply with the requirements under CMOH's Directive #3 and RHRA's Policy to Implement Directive #3.</p>	<p>In order to limit the spread of infection, a resident and/or their SDM will only be encouraged to change the designation of their Essential Caregiver in limited circumstances, including in response to:</p> <ol style="list-style-type: none"> <li>a. A change in the resident's care needs that is reflected in the plan of care;</li> <li>b. A change in the availability of a designated Essential Caregiver; and/or</li> <li>c. Due to the vaccination status of the designated Essential Caregiver</li> </ol>
<p><b>2. General Visitors</b></p>	<p>A General Visitor is a person who is not an Essential Visitor and visits:</p> <ol style="list-style-type: none"> <li>a. For social reasons (e.g., family members and friends of resident);</li> <li>b. To provide non-essential services (may or may not be hired by the home or the resident and/or their SDM); and/or</li> <li>c. As a prospective resident taking a tour of the home.</li> </ol> <p><b>General Visitors must pre book their visits and during screening upon entry, provide proof of a negative Covid test- valid for one day.</b></p>
<p><b>3. Personal Care Service Providers</b></p>	<p>A Personal Care Service Provider is a person who is not an Essential Visitor and <b>visits to provide non-essential personal services to residents.</b></p> <p>Personal Care Services include those outlined under the Reopening Ontario Act, 2020 regulations O. Reg. 82/20, O. Reg. 263/20 and O. Reg. 364/20, such as hair salons and barbershops, manicure and pedicure salons, aesthetician services, and spas, that are not being provided for medical or essential reasons (e.g., foot care to support mobility or reduce infections).</p>

## 1.2 Access to Homes

Local Public Health Units (PHU) may require restrictions on visitors in part or all of the home, depending on the specific situation. The home and visitors must abide by any restrictions imposed by a PHU, which override any requirements or permissions in this policy if there is a conflict.

All visitors to Riverdale Terrace must follow public health measures (e.g., physical distancing, hand hygiene, masking and additional PPE when required) for the duration of their visit.

**Residents who are not isolating** may receive Essential Visitors, General Visitors and Personal Care Service Providers if they are not living in the outbreak area of a home.

**Residents who are isolating** under Contact and Droplet Precautions may only receive Essential Visitors.

Visitors must follow requirements as follows:

### **1.2.1 Essential Visitors**

Essential Visitors are permitted regardless of vaccination status.

Essential Visitors must follow public health measures (e.g., hand hygiene, and masking) for the duration of visit. Social distancing should be maintained unless providing personal care.

### **1.2.2 General Visitors**

General Visitors are permitted regardless of vaccination status.

General Visitors are permitted unless a resident is isolating and on Droplet and Contact Precautions, or Riverdale Terrace is advised by the local PHU to stop general visits (e.g., during an outbreak).

The number of general visitors is based on social distancing capabilities within a room. Space allowing, there is a maximum allowance of **five individuals indoors** per resident at one time and **12 individuals outdoors** per resident at one time. This does not include children 2 years or under.

General visits may occur in designated areas (subject to regular environmental cleaning) or in a resident's suite if the space allows for social distancing of 6ft for the duration of the visit. **General Visitors visits** must be **pre-booked** by the Activity Director (ext. 710) and visitors must provide **proof of negative Covid testing -valid for one calendar day.**

## **1.3 Screening Visitors for COVID-19**

Visitors are reminded to regularly view the Safety Review and Public Health videos found on the Health Care page of the Riverdale Terrace website. When screening in visitors attest that they are familiar with these safety protocols, and their responsibilities while visiting. In addition, the following screening methods are practiced upon entry to prevent and manage an outbreak.

### 1.3.1 Active Screening

- Visitors of Riverdale Terrace enter one at a time to complete a Covid screening form and provide proof of their vaccination status to reception. Visitors are **not permitted access** if they do not pass screening.

### 1.3.2 Asymptomatic Testing

- Essential Caregivers must undergo antigen POCT and produce proof of a negative test result at **minimum twice every seven days**. Testing may be provided by the home (Essential Caregiver testing times noted below), or personal testing performed at home may be submitted upon entry. To submit a personal test- write your name and the date on the test after receiving a negative result. Take a photo of the test and present the photo when screening.
- General Visitors must submit to regular antigen POCT and demonstrate a negative test result prior to entry into Riverdale Terrace. Antigen POCT results are **valid for one calendar day**. Testing is not provided by Riverdale Terrace. To submit a personal test performed at home- write your name and the date on the test after receiving a negative result. Take a photo of the test and present the photo when screening.

Visitors who receive a positive test result in the retirement home must leave the facility immediately and be directed to isolate at their own home. Visitors may not enter Riverdale Terrace within 10 days of receiving a positive test.

### Availability of On-Site Antigen Point of Care Testing for Essential Caregivers:

Antigen POCT's are available for Essential Caregivers at Riverdale Terrace:

<b>Monday</b>	8:30am- 3:30pm, 4:00pm-7:00pm
<b>Tuesday</b>	8:30am- 3:30pm
<b>Wednesday</b>	8:30am- 3:30pm, 4:00pm-7:00pm
<b>Thursday</b>	8:30am- 3:30pm, 4:00pm-7:00pm
<b>Friday</b>	8:30am- 3:30pm

Reminder: Once a sample is taken, it takes 15 minutes for the test to process. Please take account for wait times when planning your visit.

## 1.4 Personal Protective Equipment

Visitors must wear PPE as specified by the Retirement home. Masking is mandatory within Riverdale Terrace communal areas as well as in resident suites when visiting. Additional PPE may be enforced during a time of outbreak or based on the advice of the PHU. Essential Visitors must also follow staff reminders and coaching on proper use of PPE. If visitors are not wearing PPE requirements, and refuse to do so, they will be asked to leave Riverdale Terrace.

### i. Essential Visitors

Essential Visitors are responsible for bringing their own PPE to comply with requirements outlined in Directive #3. Retirement homes may provide access to PPE for Essential Caregivers when providing care to residents who are isolating on Droplet and Contact Precautions. If improper PPE practices are alleged or observed Riverdale Terrace staff may intervene and reinforce appropriate usage.

### ii. General Visitors

General visitors are responsible for providing their own PPE to comply with requirements outlined in Directive #3.

## 1.5 Information for Visitors

### Visitor Complaint Process

If a visitor has a complaint about the administration of the residence's visiting policies, they are invited to share their complaint by phone or email with the Executive Director, Jenny Irvine. If your concern is not resolved to your satisfaction with the residence's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email ([info@rhra.ca](mailto:info@rhra.ca)) and/or phone (1-855-275-7472).

A copy of the [Retirement Homes Policy to Implement Directive #3](#) is available upon request.

### Compliance with Policy

All visitors must review the Information Package for Visitors prior to their visit and comply with visiting procedures. Additionally, all visitors must agree to abide by the health and safety practices contained in Directive #3 and the Retirement Homes Policy to Implement Directive #3 as outlined in this policy as a condition of entry into the residence. Public health measures, as well as all applicable laws, must be practiced at all times. Failure to comply with the residence's visiting policies may result in the discontinuation of visit(s) when risk

of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/ Designate. Non-compliance by visitors to this policy may result in the individual(s) being asked to leave the facility.

### **Limiting Movement in the Residence**

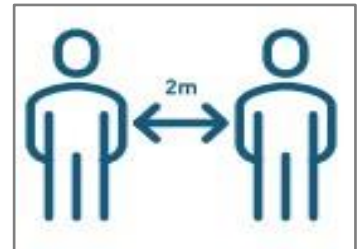
All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All Visitors, regardless of their vaccination status, will be actively screened and must demonstrate a negative antigen POCT result at the beginning of their visit to be permitted entry. Visitors will not be permitted access if they do not pass screening, unless an exemption applies as noted in this policy (e.g., first responders, visitors for palliative end-of-life residents, if resident care cannot be maintained as assessed by the residence).

### **Physical Distancing**

Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 meters (or 6 feet) away** from other people. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.

Physical distancing also means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g., older adults and those in poor health)



Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors when social distancing is not possible within a resident's suite.

Physical distancing (a minimum of 2 metres or 6 feet) must be practiced at all times, except for the purposes of providing direct care to a resident(s) or brief physical contact (i.e. hugging).

**All visitors must comply with the residence's protocols on physical distancing as per the CMOH Directive #3 and Retirement Homes Policy to Implement Directive #3.**



## Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing or sneezing.

**Respiratory etiquette must be practiced by all visitors during all visits on the residence property to reduce the risk of COVID-19 transmission.**

**Following these steps is important:**



## **Hand Hygiene**

Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

- **Handwashing** with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

**All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or**



sanitize your hands at the end of the visit as well.

Follow these steps:

### How to wash your hands

1 Wet hands with warm water.

2 Apply soap.

3 Lather soap and rub hands palm to palm.

4 Rub in between and around fingers.

5 Rub back of each hand with palm of other hand.

6 Rub fingertips of each hand in opposite palm.

7 Rub each thumb clasped in opposite hand.

8 Rinse thoroughly under running water.

9 Pat hands dry with paper towel.

10 Turn off water using paper towel.

11 Your hands are now clean.

### How to use hand sanitizer

1 Apply 1 to 2 pumps of product to palms of dry hands.

2 Rub hands together, palm to palm.

3 Rub in between and around fingers.

4 Rub back of each hand with palm of other hand.

5 Rub fingertips of each hand in opposite palm.

6 Rub each thumb clasped in opposite hand.

7 Rub hands until product is dry. Do not use paper towels.

8 Once dry, your hands are clean.

### Use of Personal Protective Equipment (PPE)

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19. **All visitors must comply with the residence's protocols for PPE, include proper donning and doffing of PPE and following instructions on use provided by the residence.**

## **Infection Prevention and Control (IPAC) Practices**

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

**All visitors must follow the residence's infection and prevention control protocols (IPAC), including proper use of masks.**

*IPAC practices include:*

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

Read more about best practices for infection prevention and control [here](#)  
(Source: Public Health Ontario)

### **Public Health Ontario:**

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\) Videos:](#)

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[Taking off Mask and Eye Protection](#)

# HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

## Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

## Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

**A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 2 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.**



World Health Organization

# HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](http://who.int/epi-win)

## Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

## Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

**Remember that masks alone cannot protect you from COVID-19. Maintain at least 2 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.**

EPI·WIN



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