

Safe Visitation related to Order 29-2020 beginning July 23, 2020

The Chief Medical Officer of Health released public health [Order 29-2020](#) that provides new visitation guidelines designed to enhance the quality of life for residents. While we fully support this order and welcome the positive benefits it may have, we know our residents continue to be among the most vulnerable to severe effects of COVID-19. The new order is complex and has many components. We are working hard to implement these changes in a timely and safe manner. Thank you for your patience during this time.

Implemented July 23, 2020

Designated Family/Support Persons

- Each resident or alternate decision maker may designate up to two adults who are essential to visit indoors.
- These individuals are essential for residents' physical and mental health.
- Designated support people must be verified by the site staff and complete health screening prior to entry.
Refer to requirements for visits for more specific details

Visitors when there are extenuating circumstances such as:

- End of life (last four to six weeks, except in hospice)
- Change in health status (due to medical/social/spiritual crisis)
- Pressing circumstances (including financial or legal matters, family crisis)
- The amount of people who can visit at any one time in these circumstances is dependent on space and if they are all from the same household.

Contact the Site Administration if any of these circumstances occur to help make arrangements for visitation*

Outdoors Visits

- Outdoor visits will continue with up to 5 individuals including the resident, allowed at a time in the designated visiting area.
- Minors are allowed
- Masking is always encouraged
- Continuous use of a mask is not required for outdoor visits unless physical distancing of 6 feet cannot be maintained.

Pets

- Pets will be allowed for outdoor visits under the supervision of their human.
- Visiting animals must be well at time of visit and not come from a household with individuals at high risk of unknown exposure to COVID 19.

Food and Gifts

- Family and friends will be allowed to bring food from outside to the residents. Food should be brought in a container that can be wiped down.
- Family and friends will be allowed to bring gifts for residents. You can drop off a gift and have us deliver it, or you can deliver it yourself during your visit.

***Please limit the number items you bring into the facility as each additional item can pose an additional risk.**

Requirements for safe visits

There are several conditions for visits that are important to know:

- All visits must be conducted in a residents personal suite only. Common areas are not available to outside visitors.

- Designated family/support people must be verified by the site and provide photo identification at screening if requested to do so.
- Visitors must read and follow St. Andrews Centre Safe Visit instructions and adhere to all of the site's safe visiting practices.
- Visitors must determine their level of [unknown risk to COVID-19](#) and disclose it to the resident or their alternate decision maker.
- All indoor visitors will need to go through screening at the main lobby of the site, including a temperature check and wear a mask upon entry to the facility.
- Visitors must practice social distancing; everyone must be a minimum of six feet away from one another (unless from the same household).
- Everyone involved in a visit must wear masks at all times.
- Visitors and residents must practice proper hand hygiene using [soap and water](#) or an [alcohol based hand sanitizer](#) before, during and after visits.
- Site staff will support family/support persons and visitors in proper use of masks, hand hygiene and safe touch practices when you visit.

The order is meant to address residents' quality of life and mental health. It is important for visitors to the facility to assess the benefits of these changes for the residents and themselves in terms of physical health, safety and emotional well-being. It is a shared responsibility for all who reside, work and visit St. Andrews Centre to help the safety and well being of our facility.

Risk tolerance assessment

Risk tolerance is the ability of a facility, as a collective of loved ones, residents and staff, to accept increased potential of exposure to COVID-19, to inform situations where restricted access may be necessary and where more visits (e.g. social) are desired. Risk tolerance will change over time and will depend on many factors, such as:

- Suite vacancies, residents' health status, and the risk tolerance of residents, loved ones and staff.
Risk tolerance may change over time.

Phone and virtual visits

Please continue to connect with residents regularly by phone or virtually through Zoom, Skype or FaceTime in addition to in-person visits where possible. It is so important for loved ones to hear each other's voices.

Item pick-up and drop-off

- Essential items continue to be permitted to be dropped off for residents.
- Devices such as cell phones and tablets required for keeping in communication are encouraged. They will be disinfected prior to being delivered to residents.
- Contact the facility for details related to resident laundry, hospitality, and food services.

PPE to Enable Safe Physical Touch

The risk of transmission of COVID 19 increases with close proximity. If a resident and their designated/support people understand this and they wish to include physical touch in their visits. Individuals with a low to medium of unknown risk to COVID 19 may engage in safe physical touch. This may be done by following the additional guidance:

- 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 own unknown exposure from off-site activity.
- Perform hand hygiene both before and after direct physical contact with loved ones.

Individuals with a high risk of unknown exposure are not recommended to physically touch residents unless providing direct resident care wearing all appropriate PPE.

