

Covid-19 Visitor Policy

Chief Medical Officer of Health (CMOH) Order #16-2021 (Apr. 26, 2021)

NOTE: *Where the term "resident" is used, it shall also mean legal alternate decision maker.*

- ❖ Consultations with residents on risk tolerance for indoor social visits. During resident meetings and via visits and phone calls, residents will be asked about whether they are willing to accept the risk of social visits (visits from anyone, from anywhere, for any reason) inside their suites:
 1. Review required every 6 weeks.
 2. At each site, 51% majority will decide for all residents whether to allow indoor social visitors. Each site may have a different policy based on this.

Resident meetings were held at Bar-V-Nook Manor and Supportive Living, and at Vilna Lodge and Villa during the week of May 3-7, 2021. At both sites, the preference was to have only the Designated Family/Support Persons (DFSPs) for indoor visits. Every 6 weeks this will be reviewed.

- ❖ Up to *FOUR* Designated Family/Support Persons (DFSP's) can now be chosen by each resident for indoor visits where arranged (either by the resident or the visitor) in advance with the site;
 - Continuous masking and all other safe practices must still be followed.
 - DFSP's may be minors (under 14 must be accompanied, as arranged with the site).
 - Inside visitors will continue to be screened before entry.
 - The identity of the DFSP will be verified upon entry for indoor visits.
- ❖ Up to 10 *outdoor* visitors are allowed if space and circumstance permits. This does not change (per the Order) even if the Provincial Orders differ. DFSP's are not required to be present, and social visitors can attend. Continuous masking or distance must always be maintained. It is suggested that the resident is also masked.

Covid-19 presence may determine stricter measures, as allowed by the Order. Special circumstance may permit other visitors, please contact the Manager for more information.

Residents may now have up to *four* inside visitors:

1. Space permitting.
2. DFSP's may visit simultaneously, while maintaining physical distance (unless from the same household) and follow all other safe visiting practices.
3. Indoor social visits are permitted if a 51% majority approval by responding residents.
4. Four people will not necessarily be visiting at the same time. In the case of social visits, when permitted, visitors must be from the same household to visit at the same time.
5. Visitors are to be masked or distanced and follow all safe visiting and touch practices.

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The Order states:

"It is imperative that all persons entering these settings:

- *Understand the risk of exposure to COVID-19 (for self and others);*
- *Follow all related site policies and public health measures in place; and*
- *Remain vigilant in protecting themselves and others when on-site as well as off-site."*

Site Risk Assessment:

For the purposes of assessing risk at Smoky Lake Foundation sites, the following Table is used to fluidly assess any risk at each location, which can be completed at any time. For instance, each time there is a provincial update of Covid-19 cases in Smoky Lake County and surrounding area and there is an increase in the number of cases, a re-assessment will be conducted.

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Site Risk Tolerance Assessment–Bar-V-Nook Manor & Supportive Living

Risk Factors	Description and Site Assessment
Number of People on site and Layout of Site	<p>To ensure safe movement of people, operators may assess the site in terms of layout and number of people on site at any one time. For example:</p> <ul style="list-style-type: none"> • Spacious hallways, common areas and rooms may indicate a higher risk tolerance • Prevalence of semi-private rooms may indicate a lower risk tolerance • The number of floors may mean increased use of access points (e.g. elevators) which may indicate a lower risk tolerance <p>Site Notes: <i>Bar-V-Nook Lodge & Supportive Living is a new and accessible building with wide hallways and open layout common areas. There are no semi-private suites. There are 3 floors, elevators and hand railings. The entry doors are automatic or code pad enabled.</i></p>
Collective Vaccination Status Residents & Staff where known	<p>Although vaccinations are not provincially mandated for anyone, high vaccine coverage of residents and staff greatly reduces risk of introduction and transmission of COVID-19.</p> <ul style="list-style-type: none"> • Being immunized is one strong protective measure through which all eligible residents, families, designated family/support persons, other visitors and staff can assist with collective protection • Disclosure of vaccination status is voluntary • Vaccination status of residents, staff, designated family/support person and other visitors must not be a barrier to access <p>Site Notes: <i>All the residents of Bar-V-Nook Lodge & Supportive Living who consented or are able have had both of their vaccines. There are people without vaccine in our sites, however.</i></p>
Collective Health Status of Residents	<p>This may be actual or perceived health status. If the resident majority have complex health conditions, this may indicate lower risk tolerance.</p> <p>Site Notes: <i>All the residents of Bar-V-Nook Lodge & Supportive Living are in the high-risk classification of collective health status for the reasons of 1. age, 2. pre-existing health conditions, and 3. unknown health risks.</i></p>
Number of residents actively leaving site for outings	<p>If there are a high number of residents leaving the site for outings involving contact with others, this may indicate a lower risk tolerance.</p> <p>Site Notes: <i>Residents are leaving the site under controlled conditions daily. A thorough script of reminders is given to each resident every time. Health screening, risk assessment and hand sanitization is conducted and supervised on re-entry.</i></p>
Any disclosed resident directed assessment of risk tolerance	<p>Though it is recognized not everyone will assess themselves the same way, residents will have a sense of their health and the risks they are willing to take for more visitors on site. Though this is a subjective measure, the risk tolerance of the site will be directed by the risk tolerance of responding residents.</p> <p>Site Notes: <i>The residents of Bar-V-Nook Lodge & Supportive Living have indicated a low tolerance to the risk of Covid-19.</i></p>
Any disclosed staff directed assessment of risk tolerance	<p>Though this is a subjective measure, the risk tolerance of the site should be informed by the risk tolerance of the staff, where disclosed.</p> <p>Site Notes: <i>The staff at Bar-V-Nook Lodge & Supportive Living also have a low tolerance to risk of Covid-19. The Foundation staff have worked very hard to keep the virus from themselves, their families and our residents. They also recognize the needs of residents to have their people visit them and that visits and outings are making a difference in their lives.</i></p>
Understanding of COVID-19 prevalence in the community	<p>This may be informed by local or regional advice by public health officials, AHS or program partners.</p> <p>Site Notes: <i>Smoky Lake County has several Covid-19 cases in the area. As of May 10, 2021 higher level restrictions are required by the Province. This increases risk to residents and staff. The Foundation will adjust protocols where permitted and needed.</i></p>
Other:	<p>No "other" issues are identified at this time.</p>

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Safe Visiting:

The Foundation recognizes that social interaction is essential to good quality of life and well-being.

If a resident wants an indoor visit, the resident (or visitor) shall:

- Pre-arrange visits and timing of visits with the Foundation. 780-656-4217 Ext 4010 to book.
- Take some responsibility for their actions while visiting.

And the visitor shall:

- Understand the risk of Covid-19 exposure to themselves, especially within the past 14 days.
- Follow all site policies and public health measures.
- Assess their personal risk of unknown exposure to Covid-19.
- Be feeling well on the date and time of the visit.
- Complete the health screening prior to entering the building, including a temperature check and a questionnaire.
- Follow the information collection protocols for tracing purposes.
- Read, understand and follow guidance for safe visiting practices. This will include the Foundation's policies for visiting, masking, guidance for hand hygiene and personal protective equipment (PPE) donning and doffing procedures. We will gladly assist you.
- BE CONTINUOUSLY MASKED in the public areas of the building *and* while closer than 2m/6ft from any person while in the visiting area (indoor or outdoor).
- Perform hand hygiene (hand washing and/or use of hand sanitizer) when entering and leaving the building and when entering and leaving the resident's room – at a minimum.
- During the visit, *be aware of surfaces that you touch within the resident's suite and assist in the cleaning of such surfaces.* Wipes will be provided to you at the time of your visit indoors. If other supplies are needed, we are happy to provide them if available.
- Be escorted to and from the resident's suite, guided by the instruction of the greeter/escort and asked to touch nothing on the way. Visitors must remain in the resident's suite for the duration of the visit. A phone number will be provided to the visitor to contact the greeter who will come to return the visitor to the building exit.
- As per CMOH Order 16-2020, enhanced visitation will be permitted in certain circumstances.

Visitor Materials

Visitors will receive information when they enter the building for an indoor visit. Review of the information is important. Questions are welcome! The following can/must be provided to you:

- Information regarding safe visits, including this document.
- A mask.
- Posters detailing the proper donning and doffing of personal protective equipment (PPE) This provides the information necessary for putting on and taking off PPE.

Cleaning:

- Visitors are expected to clean/disinfect any surface that they have touched while inside the resident's suite and it is important for resident safety.
- Please consider the contact that your clothing has had with others and surfaces prior to visiting. Clothing can carry the Covid-19 virus and can then be easily passed to another person with close contact. If the resident and the visitor are not wearing masks, the visitor must not close the 2m/6ft distance between them.

Safe Touch

- The Foundation recognizes that residents can benefit greatly from physical touch of others (such as hugging or holding hands) if desired.
- While touch is provided for in CMOH Order 16-2020, it is imperative that all parties first realize that Covid-19 can and will spread without distinction. Unvaccinated residents are at high risk of serious complications and being close enough to touch increases that risk. We have successfully kept serious consequence of Covid-19 from our residents and staff. We sincerely appreciate your efforts in assisting us to maintain that success.
- If holding hands, please ensure that the hands of both people are freshly washed or sanitized. Also, it is recommended that no touching of the face occurs until after the hands are washed or sanitized again. Perhaps consider holding hands while helping to sanitize hands.
- If visitors and the resident agree that a hug is safe and necessary, both parties **must** be masked and they have assessed that risk. Recognize that the faces of the parties will be in close contact with each other, and their clothing, during an embrace, and this can be a risk to the resident.
- The visitor must assess themselves for symptoms the entirety of the visit and call for an escort out of the building *immediately* should symptoms arise.

Consequence to Failing to Abide by Policies/Public Health Orders

When we asked the residents the question "What should we do about someone who fails to follow the rules for visits indoors." The answer was "Tar and feather them!" This answer shows how the residents value their safety and how they view someone risking it. Once we got down to what we *could* do, we came up with some solutions:

- Ensure the visitor has read and understands materials provided about Safe Visiting. Education – this is key.
- Advise each visitor that there is zero tolerance for risking the health, well-being and lives of the people who live and work in our buildings.

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- Discuss the infraction(s). Ensure that the visitor, the resident and/or staff member understand the situation, what occurred, why the broken measure is necessary and the consequence for not abiding.
- Implement a further discussion on the 2nd strike and advise that a 3rd infraction could restrict future visitation.

Concerns Resolution

- DFSP's must not be unreasonably restricted from visiting their designated person at the time of their choosing. The Foundation will not restrict a visit if it is *at all* possible. We recognize the importance of your presence to the resident.
- If a visit is restricted, we assure your that the reason(s) *will be* reasonable. So far, a reasonable request for a visit (even at 2am – under special circumstances) has never been denied.
- If the resident or visitor does not agree with a particular decision, both the resident and/or visitor and the lodge manager will meet with the Foundation Chief Administrative Officer (CAO) and state their individual reasons for and against the issue that has arisen.
- The CAO shall fairly and reasonably consider these reasons and reach a conclusion that may include:
 - ◆ Permitting the visit
 - ◆ Denying the visit
 - ◆ A compromise satisfactory to all parties.

Initial Resident Meetings	May 3-7, 2021	Version 1
Resident Update Meetings		Continuous Review

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Site Risk Assessment – Vilna Lodge & Supportive Living

Risk Factors	Description and Site Assessment
Number of People on site and Layout of Site	<p>To ensure safe movement of people, operators may assess the site in terms of layout and number of people on site at any one time. For example:</p> <ul style="list-style-type: none"> • Spacious hallways, common areas and rooms may indicate a higher risk tolerance • Prevalence of semi-private rooms may indicate a lower risk tolerance • The number of floors may mean increased use of access points (e.g. elevators) which may indicate a lower risk tolerance
	<p>Site Notes: <i>Vilna Lodge & Supportive Living is an older building with narrow hallways and smaller common areas. There are no semi-private suites. There are 3 wings on a single level and hand railings. The entry doors are not automatic. Visitors will enter from the outside to the visiting areas whenever possible.</i></p>
Collective Vaccination Status Residents & Staff where known	<p>Although vaccinations are not provincially mandated for anyone, high vaccine coverage of residents and staff greatly reduces risk of introduction and transmission of COVID-19.</p> <ul style="list-style-type: none"> • Being immunized is one strong protective measure through which all eligible residents, families, designated family/support persons, other visitors and staff can assist with collective protection • Disclosure of vaccination status is voluntary • Vaccination status of residents, staff, designated family/support person and other visitors must not be a barrier to access
	<p>Site Notes: <i>All the residents of Vilna Lodge & Supportive Living who consented or are able have had both of their vaccines. There are people without vaccine in our sites, however.</i></p>
Collective Health Status of Residents	<p>This may be actual or perceived health status. If the resident majority have complex health conditions, this may indicate lower risk tolerance.</p>
	<p>Site Notes: <i>All the residents of Vilna Lodge & Supportive Living are in the high-risk classification of collective health status for the reasons of 1. age, 2. pre-existing health conditions, and 3. unknown health risks.</i></p>
Number of residents actively leaving site for outings	<p>If there are a high number of residents leaving the site for outings involving contact with others, this may indicate a lower risk tolerance.</p>
	<p>Site Notes: <i>Residents are leaving the site under controlled conditions rarely. A thorough script of reminders is given to each resident every time if they go on an outing. Health screening, risk assessment and hand sanitization is conducted and supervised on re-entry.</i></p>
Any disclosed resident directed assessment of risk tolerance	<p>Though it is recognized not everyone will assess themselves the same way, residents will have a sense of their health and the risks they would be willing to take for more visitors on site. Though this is a subjective measure, the risk tolerance of the site should be directed by the risk tolerance of the residents, where disclosed.</p>
	<p>Site Notes: <i>The residents of Vilna Lodge & Supportive Living have indicated a low tolerance to the risk of Covid-19.</i></p>
Any disclosed staff directed assessment of risk tolerance	<p>Though this is a subjective measure, the risk tolerance of the site should be informed by the risk tolerance of the staff, where disclosed.</p>
	<p>Site Notes: <i>The staff at Vilna Lodge & Supportive Living also have a low tolerance to risk of Covid-19. The Foundation staff have worked very hard to keep the virus from themselves, their families, and our residents. They also recognize the needs of residents to have their people visit them and that visits and outings are making a difference in their lives.</i></p>
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