

## **POLICY: Safe Visiting Policy During COVID-19 Pandemic**

### **BACKGROUND:**

On March 15, 2020, The Brenda Strafford Foundation (BSF) implemented a Visitation Ban to protect our senior residents living in continuing care in response to the COVID-19 global pandemic and its emergence in Calgary. A Visitation Ban in continuing care centres was later implemented as mandatory by Order of Alberta's Chief Medical Officer of Health (CMOH) on April 7, 2020.

The Foundation welcomes the gradual reintroduction of families and visitors returning into continuing care sites as an essential component of well-being and quality of life for residents – in a safe and controlled manner.

Pursuant to CMOH Order 29-2020 dated July 17, 2020, the CMOH has determined that it is desirable to allow further visitation to take place within continuing care and other healthcare facilities. Due to confirmation that COVID -19 continues to present risk to the Alberta population, the CMOH also acknowledges that certain steps are necessary to suppress COVID-19 in those infected, to protect those who have already been exposed to COVID-19, to break the chain of transmission and prevent the spread of COVID-19, and to remove the source of infection. BSF is bound by the CMOH Order and will comply by implementing practices expected of operators of continuing care facilities. Visitation will be by way of a 'Safe Access' approach with consideration of the resident's needs and preferences, and assessment of both the site's and residents' risk.

### **PURPOSE:**

The BSF Safe Visiting Policy during COVID-19 Pandemic enables designated family/support persons to attend to residents within the site with the intent to protect the health and safety of residents and staff, while ensuring safe and meaningful connection for residents with persons that support them. Access and support from designated persons (other than staff) is supported as important to maintaining the resident's mental and physical health while still retaining necessary safety precautions. Visitation also helps support family care givers and provides vital social interaction for residents.

### **GUIDING PRINCIPLES:**

- **Safety of self:** All individuals have a duty to minimize risk of infection to themselves by following all public health guidelines and required BSF policies and procedures.
- **Safety of others:** All individuals have a duty to minimize risk of transmission by following all public health guidelines and required BSF policies and procedures.
- **Responsive:** Recognition that site characteristics, risks and risk tolerance, and resident circumstances can change.
- **Risk informed:** Perceived or actual risk factors are recognized and considered alongside the needs and preferences of residents (at an individual and collective level)

### **DEFINITIONS AND DESCRIPTIONS:**

#### **Designated Family/Support Person**

- Up to two (2) family members or support persons (other than staff) to be designated per resident, to ensure each resident has the level of support they desire and/or require.

- These persons may be a family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), power of attorney/trustee, agent, legal guardian, or any other person identified by the resident or alternate decision maker.
- These persons cannot be under 18 years of age. In rare circumstances, and if the most suitable individual is younger, individuals 16 years of age or older may be supported to be a designated family/support person.
- A resident or their designated family/support persons may identify a temporary replacement designated family/support person if a designated family/support person is unable to perform their role for a period of time (e.g. self-isolation, out of town, or otherwise unable). The intent is not for the designate to change regularly or multiple times, but to enable a replacement, when required, depending on the circumstance.
- It is possible for multiple residents to have the same designated family support persons.

### **Extenuating Circumstances Visitors**

- Other visitors that are not designated family/support persons who are permitted to visit indoors under extenuating circumstances.
- Requests for visitors in extenuating circumstances at BSF sites must be reviewed and approved by the site Administrator.
- Visitors in extenuating circumstances must be permitted entry to sites in the following situations:
  - End of life
    - In this context, end of life refers to the last four to six weeks of life for a resident.
    - Note that a physician's note is not required for the determination of end of life.
  - Significant change in resident health status
    - This includes any instance of sudden change in physical/mental/cognitive/spiritual health status, extreme loneliness or depression, or other situation where resident health has been or is suddenly compromised.
  - Pressing circumstances
    - This includes any life event where access to someone other than the designated family/support persons might be necessary (e.g., financial or legal matters, family crisis, etc.).

### **Social Visitors**

- Social visitors, where permitted, are visitors that are not designated family/support persons, nor are visiting a resident under extenuating circumstances.
- Social visitors include persons of all ages, including minors.
- Social visitors can visit residents during pre-scheduled outdoor or indoor visits. Scheduled outdoor or indoor social visits are limited only to the common/shared visiting areas as designated at the site (and do not including visiting in any residents' rooms nor any other common lounges or areas of the site).
- Outdoor social visits (weather permitting) can include up to four (4) visitors to make a maximum group of five (5) people including the resident.

- Indoor social visits can include up to two (2) visitors to make a group of three (3) people including the resident.
- BSF will commence permitting social visitors indoors effective as of October 13, 2020, to facilitate the continuation of social visits during the colder weather.

### **Risk Tolerance**

- This refers to the ability of the site/organization, as an entity, to accept increased potential exposure to COVID-19 to inform situations where more visitation may be desired or restricted access may be necessary.
- Risk tolerance is fluid and will depend on multiple factors.
- Risk factors are not mutually exclusive, it is the consideration of the combination of them that will inform the site's risk tolerance.
- Risk tolerance will be identified by the site based on input from residents, families and staff. Risk tolerance will vary between sites for many reasons including site designation and perception of risk tolerance by each resident or legal representative.

### **KEYNOTE:**

- Site capacity for safe visits depends on the risk tolerance of the site/organization and BSF's organizational policy will reflect the risk tolerance of The Foundation.
- Temporary limitations on designated family/support persons or visitors will still occur in situations where the threat of COVID-19 is imminent.
- All restrictions will be determined in collaboration with residents and families in consultation with the BSF Interdisciplinary Senior Management Team including the Administrator, Medical Director, Chief Operating Officer and Chief Executive Officer and/or the Alberta Health Services (AHS) Calgary Zone Medical Officer of Health (MOH).
- All persons entering BSF sites must:
  - Understand the risk of COVID-19 to self and others
  - Follow all BSF policies (including Safe Visitation Guidelines) and public health measures
  - Remain vigilant in protecting self and others on and off BSF sites
- All designated family/support persons and visitors must understand their risk of unknown exposure to COVID-19 (based on their behavior in the past 14 days) prior to entering a site and modify their behavior accordingly.

### **VISITATION AND SAFETY PRECAUTIONS AND BSF PARAMETERS:**

- Up to two (2) designated family/support persons are permitted per resident (both may visit at one time).
- Other visitors in extenuating circumstances are to be approved by the site Administrator and will be reviewed on a case by case basis. Extenuating circumstances are expected to be time limited for exceptional circumstances. Specific parameters will be determined on a case-by-case basis.
- Location of inside visits will vary for each BSF site to include and be limited to: resident rooms for residents in private rooms (for designated family/support visitors or approved

extenuating circumstances), and/or designated inside visiting space for residents in a semi-private room where consent has not been obtained by both residents and for social visitors.

- A lower number of visitors may be necessary if the appropriate physical distancing cannot be maintained as determined by site requirements.
- When conducting an outdoor social visit in groups (of up to 4 visitors), it is the responsibility of the visitors to follow public health recommendations and ensure their group is comprised of people within their household or cohort.
- All visitors must wash hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (greater than 60% alcohol content) before, during as appropriate, and after all visits.

**RESTRICTED ACCESS AND ENHANCED VISITATION PRECAUTIONS:**

- BSF may temporarily restrict access in situations where a risk tolerance assessment indicates increased/high risk of exposure to COVID-19, such as:
  - An increase in local community COVID-19 cases
  - Confirmed site outbreak
  - Or other situations that may limit the ability of an operator to safely have more people on site
- Any restrictions on access to the site would be communicated to residents, families and visitors.
- Restrictions would be monitored on an ongoing basis, and would not exceed 14 days without re-evaluation.
- Restricted access by the operator will automatically apply when a designated family/support person or visitor has had exposure to a known COVID-19 infection or outbreak (i.e. individual works at or has visited a known outbreak site, or lives with/has close contact with someone else who works at or has visited a known outbreak site).
- BSF has identified the following 'triggers' and 'responses' for restricted access as part of our ongoing risk tolerance assessment processes:

Trigger	Response
<ul style="list-style-type: none"> <li>▪ <b>General community prevalence:</b> <ul style="list-style-type: none"> <li>▪ <b>1,000</b> active cases in Calgary zone</li> <li>▪ And/or <b>15</b> continuing care sites on active outbreak in Calgary zone</li> </ul> </li> </ul> <p>Restrictions will apply until there are less than 1,000 active cases in the</p>	<ul style="list-style-type: none"> <li>▪ Non-essential 'social' outings or extended stays offsite are <i>strongly</i> discouraged. All social outings are subject to a risk assessment and approval from the Administrator prior to the outing, as well as screening and risk assessment upon return to the site, and quarantine restrictions may apply at the discretion of the Administrator. If a resident/family chooses to participate in an off-site social outing against the advice of the Administrator, the resident will automatically require a mandatory 14-day quarantine period upon their return to the site, regardless of the duration or destination of the outing.</li> <li>▪ Designated family/support person standing visit schedules will be evaluated and may be modified/reduced, or</li> </ul>

<p>Calgary zone. OR: At the advice of public health officials, and at the discretion of BSF Senior Management’s risk assessment.</p>	<p>cancelled (requiring all visits to be individually scheduled), in order to limit the number of visitors in the building at the discretion of the Administrator.</p> <ul style="list-style-type: none"> <li>▪ Designated family/support person visits will be subject to a maximum time limit per visit in order to limit the number of visitors in the building at the discretion of the Administrator.</li> <li>▪ Limit the number of social outdoor visit group sizes from 5 to 3 people total (including resident).</li> <li>▪ Limit the number of social indoor visits to only permit 1 indoor group at a time (total group size remains 3 including resident).</li> <li>▪ As a general rule all visits must always be scheduled, however, absolutely no unscheduled or ‘drop-in’ visits will be accommodated with less than 24 hours’ notice (unless under urgent/extenuating circumstances).</li> <li>▪ Discourage non-essential items being brought onto site by visitors (items can still be delivered, but visitors will be advised to refrain from bring non-essential items if possible).</li> </ul> <p>Note for clarity: ‘Community Walks/Car Rides’ and ‘Visitors in Extenuating Circumstances’ are still permitted.</p>
<ul style="list-style-type: none"> <li>▪ <b>General community prevalence:</b> <ul style="list-style-type: none"> <li>▪ <b>2,000</b> active cases in Calgary zone</li> <li>▪ And/or at the discretion of BSF management and recommendation from public health officials</li> </ul> </li> </ul> <p>Enhanced restrictions will apply until the average daily new case rate is less than 200 new cases per day (based on average of previous 5 days), or there are less than 2,000 active cases in the Calgary zone. OR: At the advice of public health officials, and at the discretion of BSF Senior Management’s risk assessment.</p>	<ul style="list-style-type: none"> <li>▪ Non-essential ‘social’ outings or extended stays offsite are <i>strongly</i> discouraged. If a resident/family chooses to participate in an off-site social outing against BSF’s Safe Visiting Policy, the resident will automatically require a mandatory 14-day quarantine period upon their return, regardless of the duration or destination of the outing.</li> <li>▪ The number of designated family/support persons in the building at one time will be limited to a maximum of 20% of the site’s total resident population (i.e. if the resident population is 200 residents, the maximum capacity for designated family/support person visitors on-site at one time will be 40 visitors).</li> <li>▪ Designated family/support person standing visit schedules will be evaluated and may be modified/reduced, or cancelled (requiring all visits to be individually scheduled), in order to limit the number of visitors in the building according to the 20% capacity restriction.</li> <li>▪ Designated family/support person visits will be permitted a maximum of one visit to the site per day, and a maximum time limit per visit, in order to limit the number of visitors in the building.</li> <li>▪ Designated family/support visitors are strongly encouraged to assess their necessity to visit on-site and voluntarily reduce their frequency of visitation.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Continuous masking is mandatory on-site at all times including in the resident’s private rooms (mask cannot be removed at any time, even when in resident’s room and physical distancing is maintained).</li> <li>▪ All on-site Indoor/Outdoor Social Visits by non-designated family support persons will be suspended.</li> <li>▪ BSF will make extra efforts to increase Virtual Visits when social visit and social outing restrictions are in place.</li> <li>▪ Discourage non-essential items being brought onto site by visitors (items can still be delivered, but visitors will be advised to refrain from bring non-essential items if possible).</li> </ul> <p>Note for clarity: ‘Community Walks/Car Rides’ are <i>not recommended</i> but still permitted, and ‘Visitors in Extenuating Circumstances’ are still permitted.</p>
<ul style="list-style-type: none"> <li>▪ <b>BSF site on outbreak</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ All designated family/support person visitation will immediately be temporarily suspended until further notice, expected to be for approximately 4 days, until one round of resident asymptomatic tests are completed and all resident’s results are received so that BSF Senior Management can make a risk assessment of the outbreak. It is expected that designated family/support person visitation <i>may</i> resume on the 5<sup>th</sup> day, to be confirmed at the discretion of BSF Senior Management. If there is evidence of an actively growing outbreak, BSF Senior Management may further restrict visitation or introduce other appropriate parameters for visitation according to risk assessment and the site’s operational requirements.</li> <li>▪ When designated family/support person visitation is approved to resume, the number of designated family/support persons in the building at one time will be limited to a maximum of 20% of the site’s total resident population (i.e. if the resident population is 200 residents, the maximum capacity for designated family/support person visitors on-site at one time will be 40 visitors).</li> <li>▪ Designated family/support person standing visit schedules will be evaluated and may be modified/reduced, or cancelled (requiring all visits to be individually scheduled), in order to limit the number of visitors in the building according to the 20% capacity restriction.</li> <li>▪ Designated family/support person visits will be permitted a maximum of one visit to the site per day, and a maximum time limit per visit, in order to limit the number of visitors in the building.</li> <li>▪ Designated family/support visitors are also strongly encouraged to assess their necessity to visit on-site and</li> </ul>

	<p>voluntarily stop, or reduce their frequency of visitation, during an outbreak.</p> <ul style="list-style-type: none"> <li>▪ Continuous masking is mandatory on-site at all times including in the resident's private rooms (mask cannot be removed at any time, even when in resident's room and physical distancing is maintained).</li> <li>▪ All on-site Indoor/Outdoor Social Visits by non-designated family support persons will be suspended for the duration of the outbreak.</li> <li>▪ All non-essential/social outings should be temporarily cancelled for the duration of the outbreak. Outings should be limited to essential outings only (i.e. medically-necessary in consultation with the care team, or for other urgent matters) for residents not on quarantine/isolation, in consultation with and approval by the Administrator. If a resident (not on quarantine/isolation)/family chooses to participate in an off-site social outing against BSF's Safe Visiting Policy, the resident will automatically require a mandatory 14-day quarantine period upon their return, regardless of the duration or destination of the outing.</li> <li>▪ BSF will make extra efforts to increase Virtual Visits when social visit and social outing restrictions are in place.</li> <li>▪ Discourage non-essential items being brought onto site (essential items can still be delivered, but visitors will be advised to refrain from bring non-essential items if possible).</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>Other 'High Risk' Assessment:</b></li> </ul> <p>Enhanced restrictions will apply at the advice of public health officials, and/or at the discretion of BSF Senior Management's risk assessment.</p>	<ul style="list-style-type: none"> <li>▪ BSF reserves the right under any 'High Risk' assessment (i.e. due to high rates of community prevalence, or in response to Chief Medical Officer of Health recommendations or other public health measures, or any other factor that may limit our ability as an operator to safely accommodate visitation) to implement further restrictions that are deemed necessary and will be communicated accordingly at such time.</li> </ul>

**RESPONSIBILITY:**

All residents, designated family/support persons, extenuating circumstances visitors, social visitors, staff and operations are responsible for following this policy.

**PROCEDURES:**

**Outdoor/Indoor Social Visits**

- Every visit must be prearranged with the site staff by booking through the established processes at the site.

- On-site health and risk assessment screening including temperature check upon entry to the site is required for all visitors entering inside the building for an indoor social visit. All visitors must satisfactorily answer and pass the screening questionnaire; if screen is not passed for the mandatory questions, entering the site shall be declined. If the screen is not passed for BSF risk-based questions, a risk assessment will be completed by the Administrator or designate prior to entry to the site.
- Staff must record the details of all indoor visitors to the site including name, date, time, contact and screening information.
- On-site screening is not required when outdoor visits maintain physical distancing. Every visitor will be asked to undergo a self-screening assessment to be provided at the time of booking. It will be the responsibility of the visitor to let the site know if they do not pass the self-screening assessment.
- Visitors must maintain physical distancing (2 metres) from the resident, and from other visitor groups (if site capacity permits more than one social visit taking place simultaneously). Close contact and physical touch is not permitted at social visits.
- Continuous masking is mandatory inside the site and is required for all indoor social visits. Staff will provide any necessary Personal Protective Equipment (PPE) for each visitor including masks with instructions on usage.
- BSF recommends continuous masking for visitors at outdoor visits. Although when physical distancing is maintained, continuous use of mask is not required for outdoor visits.
- Staff will be supervising social visits at all times to ensure compliance with requirements.
- A designated family/support person is not required to be present for the social visit.
- Residents or legal agents may from time to time choose to restrict a social visitor from booking a social visit if they consider the risk of that visitor to be high, and do not approve of that individual to visit.

### **Indoor Visits with Designated Family/Support Person**

- Every visit must be prearranged with the facility staff through the booking procedures established at the site.
  - It is recommended that designated family/support persons establish a standing schedule (a schedule that is consistent week after week) based on resident needs and preferences to ensure operators expect their presence.
  - If no standing schedule is pre-arranged, or a visit is desired outside of the agreed standing schedule, the designated family/support persons must contact the site to request a visit with no less than 24 hours, but ideally at least 48 hours' notice.
- Visiting hours are between 10:00 a.m. and 8:00 p.m. This time is established due to busy routines and high traffic at the site's screening stations during shift change. Designated family/support persons are also requested to avoid entering the site between 2:45-3:15 pm during afternoon shift change.
- Staff entering the site will have priority for screening.
- In the case that the resident is their own agent, the resident will determine their 2 designated family/support persons. In the case that the resident is not their own agent, the alternate decision maker will be responsible for determining the designated family/support individuals. Designated family/support persons must be appointed 48 hours prior to commencing the first resident indoor visit. Any changes to the designated family/support persons must be communicated at least 48 hours in advance to the Manor.

- Staff must record the details of the visit including name, date, time and screening information.
- All designated family/support persons should be prepared to show photo identification for verification upon reporting for screening.
- Staff will conduct a health assessment including temperature check at the screening station upon entry to the site. Staff must confirm the visitor does not have a temperature over 37.8 degrees C or any illness identified in the Designated Family/Support Person and Visitor Screening Questionnaire.
- Designated family/support person must satisfactorily answer and pass the screening questionnaire; if screen is not passed for the mandatory questions, entering the site shall be declined. If the screen is not passed for BSF risk-based questions, a risk assessment will be completed by the Administrator or designate prior to entry to the site.
- Designated family/support persons will be provided a copy and an explanation of the Safe Visiting Practice Guidelines. A form acknowledging the Safe Visiting Practice Guidelines, roles and responsibilities must be completed upon the first visit. Education will be provided by staff to support understanding and compliance with these Safe Visiting Practice Guidelines.
- Staff will provide any necessary Personal Protective Equipment (PPE) for each visitor including masks with instructions on usage.
- Continuous masking is mandatory inside the site. If physical distancing is maintained while in the resident's private room, masks can be taken off when inside the private room only. Masks must be worn if physical distancing is not maintained; if a staff member enters the resident's room; when moving between areas of the site; when visiting in a designated indoor area; and at times when "*Restricted Access and Enhanced Visitation Precautions*" apply (refer to section on page 4).
- Designated family/support persons are required to check themselves for symptoms throughout visit; if symptoms occur the designated family/support persons must inform a staff member immediately and leave the facility.
- The designated family/support persons must notify the operator of any symptoms that arise within 14 days of visiting with a resident.
- In the event of symptoms, designated family/support persons are encouraged to complete the AHS online self-assessment to determine the need for a COVID-19 test.
- All designated family/support persons and visitors must understand that the risk of transmission of COVID-19 increases with close proximity. If they wish to include physical touch, designated family/support persons must ensure that they are continuously wearing their mask, perform hand hygiene before and after direct physical contact with the resident, and understand that if they have self-determined to be at high risk of unknown exposure to COVID-19, it is not recommended to physically touch a resident (see 'Risk of Unknown Exposure Assessment Guidance' in Safe Visiting Practice Guidelines).
- Visits with residents with sensory deficiencies or cognitive impairment for which PPE use is creating a significant barrier shall be discussed with staff who may consider adaptations of facial PPE. Adaptions must be approved by the site Administrator and Medical Director, or AHS Zone Medical Officers of Health on a case-by-case basis.
- Visitation must occur inside the site in one of the following designated areas:

- Inside a private resident room
- Inside a shared semi-private resident room only when both physical distancing from the other resident can be maintained, and when consent from the other resident is obtained
- In a designated indoor visiting space for those that share a semi-private room, when physical distancing from the other resident cannot be maintained, and/or consent from the other resident is not obtained.
- Outdoors in on-site premises or Community Walks
- When visiting in a designated indoor visiting space is required:
  - Signage in the building will identify designated visiting areas and requirements
  - Continuous masking and hand hygiene will apply
  - Safe physical touch between the resident and their designated family/support persons is permitted
  - Physical distancing between other residents and their designated family/support persons is required
  - The number of persons permitted at one time will be limited based on the size of the area, and all visits must be scheduled with the site (may be a standing schedule), in order to adhere to capacity of the space to ensure physical distancing between other residents and their designated family/support persons
- Designated family/support persons pushing a wheelchair are required to perform hand hygiene and sanitize the handles before and after use.
- Designated family/support persons must only visit with the resident(s) they are supporting.

### **Access for Visitors in Extenuating Circumstances**

- Visitors in extenuating circumstances are defined as:
  - End of life (last 4-6 weeks, except in the case of hospice)
  - Change in health status (due to medical/social/spiritual crisis)
  - Pressing circumstances (including financial or legal matters, family crisis)
- All visits must be approved and coordinated by the site Administrator to determine the appropriate parameters and conditions for the visit, based on the individual extenuating circumstances on a case-by-case basis.
- For end of life, three people at a time are permitted unless all people are from the same household in which there is no maximum.
- Overnight stays can be coordinated with the sites and will be accommodated where possible for end of life/palliative care, to be approved by the Administrator on a case-by-case basis.

### **Visitation Resident to Resident**

- Residents not in quarantine/isolation are permitted to visit with each other on-site. It is generally encouraged that these visits take place in common areas.
- Resident to resident visits should always follow physical distancing recommendations as much as possible. If a site is under investigation for an outbreak, or in an outbreak, these visits should occur with physical distancing requirements in place.
- It is recommended that resident to resident visits take place only on the neighborhood which they live, with other residents from the same neighborhood. In some situations,

residents may be supported to visit other residents on different neighborhoods (i.e. family members living within the same site but requiring separate levels of care). In these situations, sites will work with residents and families to ensure relevant safety precautions are in place (i.e. masks for residents if tolerated, limited cross-over with other residents).

### **Community Walks/Car Rides**

- Residents who are not required to isolate may go on Community Walks that go beyond the property or Car Rides with the designated family/support person(s) only.
  - Residents who are able to go out on a Community Walk independently, unaccompanied by a designated family/support person, will be enabled to do so in coordination with the care team based on a risk assessment.
  - Outdoor Visits with social visitors must remain on-site in the designated Outdoor Visit area and are not permitted leave the property on a Community Walk/Car Ride.
- Community Walks/Car Rides may be initiated as desired by the resident, or the designated family/support person as part of their scheduled visitation privileges, and do not require Administrator approval nor completion of a waiver.
- When on a Community Walk/Car Ride, residents and designated family/support persons must not meet-up, visit or interact with other family members or visitors while offsite, and are not permitted to visit or enter any other facility or establishment (i.e. restaurant, café or store). (Refer to guidelines for Offsite Outings).
- The designated family/support person must remain continuously masked throughout the Community Walk or Car Ride due to the close proximity to the resident and must practice all Safe Physical Touch guidelines.
- The resident and designated family/support person must sign out and in upon exit and re-entry to the site.
- Resident's must wash their hands or use sanitizer immediately upon return to the facility and will be subject to Health Assessment Screening upon re-entry. Resident's that fail the Health Assessment Screening will be subject to quarantine or isolation precautions.

### **Offsite Outings and Extended Stays**

- Residents who are not required to isolate are still encouraged to stay on site property, except in the case of necessity (i.e. medically-necessary appointment, or essential financial or legal matters that are required to be tended to in person).
- It is recommended that all medical or other services that can be facilitated online or by telephone should be done virtually/remotely, whenever possible.
- Medically-necessary appointments should be pre-arranged in consultation with the care team (professional nurse and/or physician) and other essential appointments (i.e. financial or legal matters) should be pre-arranged in consultation with the appropriate site staff (i.e. Program Manager or Social Worker).
- Outings should only be facilitated and accompanied by the designated family/support person. However, in the case of medically-necessary or essential appointments, if a designated family/support person is unable to transport or accompany a resident to a medically-necessary or essential appointment, transport may be provided by an alternate named driver upon approval by the Administrator (approval not required for alternate transport arrangements to essential appointments when accompanied by the designated

family/support person, or when a resident is able to go out independently unaccompanied by a designated family/support person).

- It is recommended that residents do not participate in unnecessary outings (i.e. outings that are social/recreational in nature) or extended stays offsite (e.g. visits to family cabin, weekends at family house), however, they may choose to do so based on their individual risk tolerance.
  - Social outings/extended stays will be subject to risk assessment and approval by the Administrator regardless of the duration of the outing.
  - Social outings/extended stays offsite must only be facilitated and accompanied by the designated family/support person(s). Residents who are able to go on social outings/extended stays independently, unaccompanied by a designated family/support person, will be enabled to do so in coordination with the care team based on a risk assessment.
  - A managed risk agreement will apply for extended stays.
- All residents who leave the site for any duration of time *may* be subject to a mandatory quarantine/isolation period upon their return to the site, depending on a risk assessment and at the discretion of the Administrator.
  - It is recommended that the risk assessment and relevant safety discussions with the care team or Administrator take place early, as you begin to plan any offsite outings or extended stays, to understand the risks and precautions involved including the potential for quarantine/isolation.
- Completion of a one-time 'Off-Premise Outing Waiver' is required to be signed by the resident (if own decision-maker), and/or any designated family/support person or individual responsible for transporting or accompanying a resident on an outing. The one-time waiver is required to be completed by each individual family/support person or alternate named driver who is responsible for transporting or accompanying a resident offsite, the first time they transport/accompany the resident offsite.
- Should a resident choose to participate in an offsite outing or extended stay for reasons other than necessity, it is the resident's and designated family/support person's responsibility to:
  - Maintain physical distancing
  - Wear a mask at all times and ask anyone you may be with to also wear a mask
  - Maintain good hand hygiene
  - Ensure safe transportation
  - Follow safe physical touch guidelines
  - Understand the risk of people you may have contact with and the risk of locations you may visit, adjust behaviour accordingly and avoid high-risk interactions and locations (Refer to BSF *Safe Visiting Practice Guidelines* 'Risk of Unknown Exposure to COVID-19')
- Resident's returning from any offsite outing or extended stay must wash their hands or use sanitizer immediately upon return to the facility and will be subject to Health Assessment Screening upon re-entry. Resident's that fail the Health Assessment Screening will be subject to a risk assessment and may be subject to quarantine/isolation precautions.
- If the resident shares a semi-private room, consent is required by the other resident for any social outing or extended stay considered to be 'high risk,' due to the isolation requirements that will also be imposed on the roommate if no alternative location is available (efforts will

be made to accommodate quarantine/isolation in a separate room depending on site occupancy and availability of rooms).

- When a site is under investigation or in a confirmed COVID-19 outbreak, and for residents who are isolated, arrangements should be made, if possible, to support residents in obtaining necessities without them leaving the site.

### **Safe Physical Touch**

- The risk of transmission of COVID-19 increases with close proximity. If a resident and their designated family/support person(s) or visitor(s) in extenuating circumstances understand this and they wish to include physical touch in their visits, this may be done by following the additional guidance:
  - Stop close contact with the resident and inform staff immediately for further direction if they are or become symptomatic during the visit.
  - Continuously wear a mask that covers the nose and mouth while within 2 metres of the resident. (Though a resident does not need to also wear a mask, they may choose to do so based on their own risk assessment).
  - Perform hand hygiene (hand washing and/or use of alcohol-based hand sanitizer) both before and after direct physical contact with the resident.
  - If resident is isolated due to symptoms of COVID-19 BSF will ensure that the designated family/support persons and/or visitors in extenuating circumstances have or are provided with the required PPE (based on precaution required), are trained, and have practiced the appropriate use of the PPE.
- Refer to BSF *Safe Visiting Practice Guidelines* 'Risk of Unknown Exposure to COVID-19':
  - Individuals at low risk of unknown exposure may engage in safe physical touch.
  - Individuals at medium risk of unknown exposure may engage in safe physical touch, where resident risk tolerance is high.
  - Individuals at high risk of unknown exposure are not recommended to physically touch the resident unless providing direct resident care wearing all appropriate PPE.
- At times of high community prevalence or high risk, i.e. when "*Restricted Access and Enhanced Visitation Precautions*" apply (refer to section on page 4), we encourage all residents and designated visitors to refrain from or limit close contact and physical touch and to practice physical distancing as much as possible when visiting.
- BSF does not permit physical touch for indoor/outdoor social visits at this time.

### **Safe Transportation**

- Any transportation must be done as safely as possible. Residents, families and visitors are responsible for contributing both to their own safety and to the safety of the other residents and staff at the site to which the resident will return.
- Transportation within private vehicles (e.g., if resident drives self or when a visitor or family member picks up a resident):
  - The resident or visitor/family member will ensure that the vehicle has been cleaned and disinfected prior to the resident entering, with focus on high touch surfaces (e.g., handles, steering wheel, window controls, armrests, seat belts, etc.)
  - Driver and all passengers must be masked

- The driver and resident/passengers will sit as far apart as possible, minimizing the number of passengers in the vehicle (e.g., one driver with resident sitting as far away as possible)
- Public Transit (including city busses, LRT, handi-bus, etc.):
  - Follow guidelines set out by municipal transit operators to maintain safety
  - Maintain safe physical distancing
  - Wear a mask
  - Frequently use hand sanitizer and especially after having contact with high touch surfaces (e.g., armrests, doors and railings, handles, etc.)
  - Refer to Government of Alberta's [physical distancing tips for public transportation](#)
- It is recommended that transport is directly to/from the location for the medically-necessary or essential appointment, or the primary destination for the social outing, and does not involve multiple, unnecessary stops or visits at various other locations.
  - If transport for a medically-necessary or other essential appointment is with an alternative driver, and not accompanied by a designated family/support person, transport must be directly to/from the approved appointment location only with no other unnecessary/unapproved stops.
  - If transport for a medically-necessary or essential appointment is with a designated family/support person as the driver or an accompanying passenger, additional unnecessary stops and visits are not recommended but may occur in accordance with guidelines for social outings.

### **Bringing Gifts, Items, and Food**

- Designated family/support persons or approved visitors in extenuating circumstances who are permitted entry into the site to visit the resident indoors are permitted to bring items, gifts and food (including homemade or store bought perishable meals), and may take items and food with them directly to the resident's room.
- Others who are not permitted indoor entry to visit residents may generally deliver items, gifts and non-perishable foods to the site reception/screening area (excluding perishable meals/foods unless arrangements are approved by the Administrator).
- At times when "*Restricted Access and Enhanced Visitation Precautions*" apply (refer to section on page 4):
  - During a site outbreak, or at 'high risk' times such as high community prevalence, we generally discourage (but do not ban) the delivery of non-essential items to the site as a way to reduce the risk of people and items coming into the site unnecessarily. However, we do not define exclusively what is 'essential,' and we ask people to use their judgement on what is considered essential for the resident at that time.
  - If a designated family/support person's visitation access into the site is temporarily restricted (i.e. during an outbreak), all items are to be delivered to the site's reception/screening area where they will be quarantined for 24-hours. As such, during these times of restricted access, we ask designated visitors to please refrain from delivering perishable meals/foods that are intended for immediate consumption or require heat/refrigeration (unless by necessity and arrangements are approved by the Administrator – this may be a standing arrangement).

- Items brought into the site are to be declared and cleaned/disinfected upon entry screening, and depending on the risk level and at the discretion of the operator, some items may be required to be quarantined for a period of time (when disinfection is not possible).
- Outdoor visitors are permitted to bring food only to be consumed during Outdoor Visits, and must be packaged and served individually (no exchange of other items/gifts or food not consumed at point of visit is permitted).
  - Outdoor visitors must maintain 6 ft. physical distance from resident when consuming food/beverage (as mask cannot be worn while consuming food).
  - Mask and hand hygiene is required if visitors are required to come within the 6ft. physical distance to pass or assist resident with food (refer to BSF *Safe Visiting Policy* for 'Safe Physical Touch' and *Safe Visiting Practice Guidelines* for 'Risk of Unknown Exposure to COVID-19').
- Food brought into the site (including for consumption at outdoor visits) must be packaged in containers that can be wiped/disinfected and served individually (i.e. food, beverages or utensils are not to be shared with residents and visitors).
- No sharing of food or exchange of gifts/items directly with the resident is permitted during indoor social visits due to the requirement to maintain physical distancing and continuous masking. Items may be delivered via drop-off at the screening station in accordance with BSF guidelines and procedures for delivery of items to the site.

### Laundry

- Designated family/support persons will be permitted to commence doing resident's laundry offsite, if desired, when a site is not on outbreak. If a site is on outbreak, during times when visitation is restricted all laundry will be done by BSF on site.
- No use of shared laundry facilities on-site will be permitted (if available at the site).

### Pets

- One animal (dog only) is permitted during indoor designated family/support person visits in a resident room. No pets will be permitted for designated family/support visits in shared/common visiting areas.
- One animal (dog only) is permitted during outdoor social visits. No pets will be permitted at this time for indoor social visits.
- The animal must be well (i.e. not displaying signs of illness, such as diarrhea or vomiting) and not come from a household with individuals at high risk of unknown exposure to COVID-19 as per the risk of unknown exposure assessment guidelines.
- The owner and pet must proceed directly to the resident's room and visit/interact with the resident only (must not stop in common areas, maintain physical distance from all others, and pet must not interact with other residents, families/visitors, or staff).
- All other BSF Pet Policy guidelines apply (contact Therapeutic Recreation for more details).

### Non-compliance

- Any occurrence of non-compliance or unsafe visitation (including non-compliance of PPE, not following instructions from staff, or abuse towards staff) will be subject to safety incident reporting and investigation.

- Non-compliance may result in re-education or restrictions for visitors, and in some cases quarantine/isolation requirements for the resident.
- Residents in shared semi-private rooms who are required to quarantine/isolate due to reasons related to non-compliance and exposure to risk may also impose a mandatory quarantine/isolation on their roommate.
- Restrictions will be evaluated after no more than 14 days.
- Administrator or designate may refuse entry if there is reason to believe an individual is not abiding by the Safe Visitation policies or visitor responsibilities.

### **Disputes and Concerns**

The Foundation is committed to working with residents, designated family/support persons and visitors to address any concerns or disputes with respect, compassion and fairness. Should you have any disputes or concerns, the following processes are available to resolve your concerns:

- In the first instance, contact the direct care team at the site to ideally resolve any disputes/concerns
- If not resolved, escalate the dispute/concern to the site Administrator
- If not resolved, or at any time an alternative internal method of resolving the dispute/concern is preferred, contact the BSF Quality and Innovation team and a team member along with a social worker from a BSF site that is not appealing will review the dispute/concern
- If not resolved, escalate the dispute/concern to the Chief Operating Officer
- If not resolved, escalate the dispute/concern to the President and Chief Executive Officer
- Should the concern still be unresolved after speaking with the operator, Alberta Health Accommodation Standards and Licencing or Alberta Health Services Patient Relations (only for designated supportive living or long-term care) may be contacted for support.

### **Ongoing Review and Evaluation:**

- This policy is to be reviewed on an ongoing and as needed basis, at minimum every three weeks.
- Any changes to the policy will be communicated to residents, designated family/support persons and visitors as required.
- Residents, families and staff may propose amendments to this policy by contacting the site Administrator as required.