



September 30, 2020

Below are some frequently asked questions and expectations to help inform some of the most common questions and concerns regarding visits at St. Joseph's Villa. Please feel free to share this information with other family members who wish to plan a visit.

Please note that organizational decisions regarding visits and scheduling practices are made, and subject to change on short notice based on the following factors:

- Directives provided by the Ontario Ministry of Health and/or Long-Term Care
- Directives from Medical Officer of Health (Provincial or Regional)
- Recommendations from Hamilton Public Health
- Functioning and expressed known wishes of the Resident
- Available daily resources such as staffing, personal protective equipment, and physical environment of the building
- Outbreak status at SJV – all visits would be cancelled due to an outbreak of any nature
- Unforeseen circumstances including inclement weather, heat advisory, and/or change in COVID-19 status in the community or Province of Ontario.

### *Frequently Asked Questions:*

1. *What is the difference between the types of visitors?*

- An **essential caregiver visitor (designated caregiver)** is someone who will be providing direct care, or is providing essential emotional support to the resident.
- A **general visitor** is someone who is having a scheduled social visit (e.g. family member or friend)

2. *When can an essential caregiver visit?*

- An **essential caregiver** can visit at any time, there are no restrictions on days or time.

- A **general visitor** can visit any day of the week between the hours of 9:30am and 7:00pm

3. *What do I need to do to be an **essential caregiver**?*

The resident themselves or the Substitute Decision Maker (SDM) for the resident has the ability to designate up to two (2) individuals as **essential caregivers (visitors)** for the resident. That designation must be made in writing to the facility and sent to Linda Dennis at [ldennis@sjv.on.ca](mailto:ldennis@sjv.on.ca) to begin the process. Any designation for essential caregivers needs to be made no later than October 8<sup>th</sup>, 2020.

The facility will maintain a list of who the essential caregivers (visitors) are. In the event you wish to change who the essential caregiver (visitor) is, the change must occur in writing.

4. *I am listed as Power of Attorney (POA); do I still need to designate myself as an essential caregiver (visitor)?*

Yes, the essential caregiver designation is not related to your status as POA. The mandate that we have received from the Ministry of Long-Term Care has stated that this information must be provided to the organization in writing by the Substitute Decision Maker (SDM) and/or the resident.

5. *Why are you keeping a list of essential caregivers (visitors)?*

The list is maintained in the event there is increased restriction on visitors. If there is an outbreak, one (1) essential visitor may be allowed to visit at a time.

NOTE: this is subject to change, as per the direction and consultation with Public Health to mitigate risk and safety for the residents we care for.

6. *What if I do not provide the documentation for being an essential caregiver (visitor)?*

There is a deadline to notify the organization by October 8, 2020 who the essential caregiver(s) are. If you do not provide the documentation for being an essential caregiver you will be deemed a general visitor, and will not be allowed access to the Villa under the essential caregiver status.

7. *Can I visit with more than one resident at a time?*

No, you can only visit with one resident per day, the only exception is;

Visits to more than one resident at a time may only occur if the residents you are visiting with are a couple or significant others. In this situation, one of the resident's rooms will be selected to host the visit. Staff will assist the other resident to the room where the visit is occurring.

8. *Before COVID-19, I had an external care provider (paid or unpaid) come in to provide care (i.e. physiotherapy, foot care, etc.) to my loved one, can this healthcare provider still come to the Villa?*

Yes, this healthcare provider can come to the Villa, provided they are designated as an essential caregiver by the resident or SDM, and complete all required steps of an essential caregiver including an attestation of the following:

- I have not had contact with someone who is suspected of having COVID-19 or exposure to someone suspected of having COVID-19 in the past 14 days as indicated when I screened in.
- I have not visited another LTC home in an outbreak or a resident who is self-isolating or symptomatic.
- I have tested negative for COVID-19 within the two previous weeks and not subsequently tested positive.
- I have read/re-read the St. Joseph's Villa Safe Visiting Policy that can be found on the St. Joseph's Villa website prior to my first visit and monthly thereafter.
- I have read/watched all Public Health Ontario resources (read Putting on Personal Protective Equipment (PPE), watched the video entitled Putting on full PPE, video entitled Taking off full PPE and video entitled How to Hand Wash) that are posted on the St. Joseph's Villa website before my first visit and monthly thereafter.

***\*Please note that an external paid care provider will be considered one of the two essential caregivers that can be designated to the resident.***

9. *Can a resident leave the home?*

Yes, a resident can leave for a short time during the day (short stay absence), or overnight (temporary absence) as long as SJV is not in an active outbreak, and the resident is not in self-isolation or symptomatic. See chart at the end of this document for further information.

10. *Does the resident and person taking the resident for the leave have to wear a mask while on a short stay leave?*

Yes, both the resident and individual are to wear a mask for the duration of the time away from the Villa.

11. *When are the outdoor visiting and window visits ending?*

At this time, due to weather change, ***outdoor visits are ending effective immediately.*** The unpredictability of the weather, makes it difficult to continue this practice safely. We are thankful that our warmer days continued until the end of September allowing us to offer this type of visit for an extended period of time.

***Effective October 9<sup>th</sup>, window visits will also conclude*** as a result of cooler temperatures. We also do not want to encourage group gatherings on the Villa property at this time, due to the significant increases in active cases of COVID-19 in the community. The safety of our residents, staff, visitors and families are at the forefront of all decisions and it is important that we decrease the number of non-essential individuals on the Villa property to mitigate the possibility of exposure.

12. *What visiting options are now available to the residents?*

The following visiting options are available; essential caregiver, general (indoor) visitor (in our Auditorium), short stay leaves, and temporary absences. See chart for specifics of each.

13. *Can I bring coffee, treats or personal items to the visit for my loved one?*

Yes. Food and beverages from restaurants such as Tim Hortons or McDonalds are permitted during your visit (due to strict adherence to Public Health sanitation requirements). However homemade items are not allowed from the visitor's home. We appreciate your kindness for bringing a treat for the resident, but kindly ask that visitors refrain from bringing something to eat / drink for yourself. It is a requirement for all visitors to wear their procedure mask at all times while on Villa property.

14. Can I bring essential items for my loved one?

Yes. Please bring all **personal items** in a clear bag, labelled with the resident's name, home area and date of drop off. All items will be placed into quarantine for a minimum of 72 hours before being delivered to the resident. Personal items described below can be ordered and/or dropped off between 0730 – noon at the main entrance any day of the week. You must see the screener at the main desk and be screened upon arrival. If your temperature is 37.8 degrees Celsius or over, we will not be able to accept the parcel (do not include perishable items in the package).

If you are dropping off **clothing items**, please bring these in a clear bag, labeled with the resident's name and home area and drop them in the clothing bin that are located between the double doors at the MAIN ENTRANCE. These boxes are for clothing only as these items are processed differently.

**Acceptable Personal Items for Drop-Off:**

Mail (through post or reception)
Hearing aid batteries
Clothing items
Special laundry or soap due to allergies
TV
Specific brief or pull up
Flower delivery with wipe-able container
Non-perishable snacks, pop ( <b><u>please note that homemade goods (including baked goods) are NOT allowed</u></b> )

Store Deliveries (Shoppers, Wal-Mart, Uber)
Puzzles, Word Search/Crossword books, reading materials
Knitting items including yarn
Fans
Polident

15. *Are washroom facilities available for visitors?*

The washrooms beside the Auditorium (on 1<sup>st</sup> floor) are available for indoor visitors and essential caregivers ONLY.

16. *What happens if I do not follow the visiting rules?*

Every effort will be made by staff to help visitors and residents understand why these important safety and infection control measures are in place, and the potential impact to themselves, the residents and staff of St. Joseph’s Villa as a result of non-compliance. SJV staff reserve the right to deny or suspend one on one indoor visits, the duration of which will be at the discretion of the Manager or Director, depending on severity. Residents, SDM’s or POA’s may appeal decisions related to visiting at any time by completing a “Tell Us How We Are Doing” form. Information has been provided to all family members regarding visiting and the appeals process via mail-out, website and posters. Instructions are also provided when visits are booked. Completed forms may be placed in the wooden drop box at the **Main entrance only** (after active screening has been completed), or mailed to:

Jaimie Williams, Director of Quality, Performance Systems & Food Services  
 St. Joseph’s Villa, 56 Governor’s Road Dundas, ON L9H 5G7

### Visitor Designations and Guidelines

Type of Visitor	COVID-19 Swab required and an attestation signed?	Is active screening required ?	How many visitors are allowed?	Time restriction for visiting?	Allowed to visit during an outbreak?	Age Restriction	Will a mask be provided?	Other Notes
<b>Essential Caregiver (Visitor)</b>	Yes	Yes	Up to two	No, not at this time	Yes (only one caregiver)	18	Yes	Must be designated in writing before Oct 8, 2020
<b>General Indoor Visitor (Auditorium only)</b>	Yes	Yes	Up to two	9:30am to 7:00p.m. *please schedule your 30-minute visit with the TR team	No	Under 14 but must be accompanied by an adult	Yes	

### Short Stay & Temporary Absence Designations and Guidelines

Type of Absence	Approval required?	Does the resident have to wear a mask?	Do those taking the resident out have to wear a mask?	Does the resident have to self-isolate upon return?	What advanced notice is required?	COVID swab required?	Does the person picking up/dropping off need to go through screening?	Does the resident need to go through screening when they return?
<b>Short Stay Absence</b>	Yes – by Registered Staff	Yes	Yes	No	RN/RPN must be notified at least 24 hours in advance	No	Yes *If screening fails, the outing must be re-scheduled	Yes
<b>Temporary Absence</b> *Greater than 24 hrs, not including overnight visit to the Emergency Department	Yes – by Director of Care (DOC)	Yes	Yes	Yes for 14 days	The DOC must be notified at least 72 hours in advance	No	Yes *If screening fails, the outing must be re-scheduled	Yes

