

This policy is intended to guide safe visits in our lodges and may be subject to temporary changes based on Public Health guidance, site outbreak status, or updates to Health Orders. Changes will be communicated to Residents and DSPs through regular communications.

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DEFINITIONS:

DESIGNATED SUPPORT PERSONS (DSPS) - Residents may name up to four (4) individuals, which may include minors, who are essential to maintaining mental and physical wellness. Minors <14 years must be accompanied by an adult.

VISITORS – Non-DSPs that include: other family; friends; accompanied minors (<14 years of age), support persons; professionals; etc. DSPs may be a part of a Visitor group and will count toward the total number of permitted visitors.

REGULAR HOURS – Regular hours are defined as 9:15am – 8:00pm daily

INDOOR VISITS – Summary

Entry Requirements:

- STEP 1. DSP/Visitor status verified and details recorded (date, time and contact details)
- STEP 2. DSP/Visitor successfully completes Health Assessment (temperature check and health questionnaire)
- STEP 3. DSP/Visitor to review and acknowledge Safe Visiting Practices
- STEP 4. DSP/Visitor has necessary personal protective equipment, understands the **requirement to mask continuously indoors** and is instructed how to properly wear

Maximum Per Visit: Up to four (4) Designated Support Persons (DSP)

OR

Up to four (4) Visitors from the same household (approval of Visitors subject to site Resident's risk tolerance &/or extenuating circumstance)

Regular Hours: Contact site for hours (availability Monday to Sunday)

Visiting Areas:

- 1) Resident Room** (at Resident's discretion during regular hours, unless an extenuating circumstance)
- 2) Designated Indoor Spaces** – Subject to scheduling availability with at least two (2) hour advance notice. Schedule by contacting site administration or book on-line at www.heartlandhousing.ca/visiting

Restrictions: Visitors (Non-DSPs) entry may be restricted temporarily, up to 14-days before re-assessing, in a confirmed outbreak

Other: See proceeding pages for guidance on non-compliance, dispute resolution, DSP and Visitor responsibilities and safe visiting practices.

OUTDOOR VISITS – Summary

Maximum Per Visit: Up to any ten (10) people total, including the Resident

Regular Hours: Contact site for hours (availability Monday to Sunday)

Visiting Area(s): Does not include areas designated 'Resident Only'
Includes outdoor designated visiting areas and/or other areas on the property that facilitate physical distancing requirements of 2 meters for individuals not from the same household.

Visiting Considerations:

- **Indoor access to public washrooms is not permitted unless in extenuating circumstance and the entry would be subject to indoor visit entry requirements.**
- Wear a mask at all times when physical distancing of 2m (6') cannot be maintained and for 'Safe Physical Touch'.
- Physical Distance - Maintain 2m of space between those not from your household and the resident (includes when seated).
- Plan to meet the resident outside of the building.
- Bring your own lawn chairs (there will be a limited amount of chairs/benches labelled 'Resident Only').

Other: See proceeding pages for guidance on non-compliance, dispute resolution, DSP and Visitor responsibilities and safe visiting practices.

NON-COMPLIANCE:

Entry may be refused or a visit ended if an individual is observed not abiding by DSP and Visitor Responsibilities, Safe Visiting Practices, Safe Visiting Policy, CMOH Order 16-2021 and related site policies. **Incidents may also be reviewed with the Resident in accordance with the Lodge Agreement (re: responsibility for visitors).** Site Management will respectfully address observed incidents of non-compliance as follows:

1. Management will verbally review the compliance requirement and provide applicable documentation upon request. The indoor/outdoor visit will be allowed to continue if the requirement is met and/or rectified.
2. Should the compliance requirement not be met, the individual will be asked to leave the property and given guidance on the 'Dispute Resolution Process'.

DISPUTE RESOLUTION:

If you have a dispute, ask site administration for the Site Complaint Officer and a copy of the 'Resident Complaint, Dispute Form'. All written disputes are formally tracked as per Operations Policy 2C.04 - Complaint Resolution Process. Timelines are as follows:

1. The Complaint Officer will discuss the dispute with the resident, DSP and/or Visitor to determine if it can be resolved (approximately 3 business days).
2. If it cannot be resolved, the resident, DSP and/or Visitor may escalate the complaint to the Site Manager. The Site Manager will report to the Director of Operations summarizing the complaint, key actions taken and outcomes (approximately 3 additional business days).
3. If still not resolved, then Alberta Health Accommodation Standards and Licensing may be contacted for support (approximately 5 additional business days).

DSP AND VISITOR RESPONSIBILITIES:

- Be educated and adhere to Safe Visiting Practices, Safe Visiting Policy and related site policies
- Coordinate any **DSP** visits outside of regular hours (e.g. extenuating circumstance) with the operator, unless done by the resident
- Ensure all indoor **Visitors** present at any one time for a resident are from the same household
- Only visit with the resident(s) you are supporting

SAFE VISITING PRACTICES:

Risk of Unknown Exposure to COVID-19

It is important for all persons to consider their risk of unknown exposure to COVID-19, based on their behaviour in the last 14 days, prior to entering the site and modify their behaviour accordingly.

- It is imperative that active Health Assessment Screening is completed at entry, is answered completely and accurately, and anyone with symptoms or recent known exposure to COVID-19 not enter the site at all, even if they have been vaccinated.
- Individuals should limit the number of different sites they enter and provide in-person visits to only one site per day to the greatest extent possible.

Considerations when considering risk of unknown exposure include:

- Personal vaccination status
- Adherence to all provincial CMOH Orders and public health advice directed to all Albertans
- Employment related risks (e.g., at home work is lower risk; in-person raises risk)
- Transportation related risks (e.g., travelling on a bus or shared ride is higher risk)
- Recent interprovincial travel (continues to not be recommended)

Hand Hygiene

All persons visiting, including residents, must wash their 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. An operator may require the visiting person to provide their own hand sanitizer.

Use of PPE – General Practices

All designated family/support persons and visitors are **required to wear a mask continuously throughout their time indoors** and be instructed how to put on and take off that mask and any other PPE that may be required. A mask may be provided by the operator.

- Public Health Guidelines for use of masks must be followed.
- Continuous use of a mask is not required for outdoor social visits unless physical distancing cannot be maintained.
- Use of eye protection is not required for visiting persons.
- When visiting a resident on isolation precautions, operators must ensure that the designated family/support persons and/or visitors have or are provided with the required PPE (based on precaution required), have been trained to use, and have practiced the appropriate use of the PPE.

Use of PPE to Enable 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) understand this and they wish to include physical touch in their visits (e.g. hand holding, hugging), this may be done by following the additional guidance:

- Stop close contact with the resident and inform staff immediately for further direction if any visiting person is or becomes symptomatic during the visit (or resident does).
- 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 of unknown exposure from off-site activity.
- 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:
 - Operators must ensure that the designated family/support persons and/or visitors have or are provided with the required PPE (based on precaution required), are trained, and have practiced the appropriate use of the PPE.

Use of PPE for those with Cognitive/Sensory Impairments or Traumatic Experiences

Residents who have sensory deficiencies or cognitive impairment must be supported to have safe and meaningful visits that support their health and wellbeing.

- Where use of PPE is disruptive, it is acceptable to remove the PPE if physical distancing can be maintained.
- If physical distancing cannot be maintained, it is acceptable to use creative strategies to overcome barriers in situations where the use of PPE by the visiting person is inappropriate or disrupts communication.
- Adaptation of facial PPE may be considered as described below:
 - Facial PPE must provide respiratory droplet source control (e.g. if face shields are being considered, they must provide protection that wraps under the chin).
 - Adaptations must be discussed/approved by the operator and facility medical director, if applicable, or local Medical Officers of Health on a case-by-case basis.