

TITLE:	Visitor Protocols (COVID-19) (BC)	POLICY #:	IX-N-10.46
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CURRENT REVISION:	October 2023		

POLICY:

To ensure a safe environment that follows provincial requirements, this policy and procedure provides guidance for visitors in accordance with regulatory directives.

Visitors must adhere to the following measures:

- Undergo active screening requirements upon entry to the community
- Not visit if they are ill

Visitors are not required to be fully vaccinated and are encouraged to stay up to date with COVID-19 vaccination.

Fully immunized is defined as 7 days after a single dose of COVID-19 vaccine like Janssen (Johnson & Johnson) or having a second dose of a two-dose COVID-19 vaccine series such as Pfizer, Moderna, AstraZeneca, or approved combination of COVID-19 vaccines.

PROCEDURE:

The Executive Director or designate will:

- 1) Ensure that there are designated outdoor and indoor areas for residents to visit together with friends and family.
- 2) Establish the flow of team, resident, and family movement to and from visiting areas, ensuring minimal traffic through the location / resident home areas / neighbourhoods.
Note: May use MOH/Public Health/Health Authority resources and checklists.
- 3) Ensure alignment with social visitor requirements within the community in resident room/outdoor space designated.
- 4) Assign a screener/ambassador to conduct active screening upon entry.
- 5) Ensure processes are in place for visitors to sign in and conduct active screening upon entry to the community.
- 6) Consider the indoor and outdoor physical layout of the community when implementing safety precautions.
- 7) Encourage the use of resident home area spaces attached to outdoor spaces for visits to occur.
- 8) Ensure privacy for the resident and family during visits.
- 9) Communicate with residents and families the process for visits, prioritizing emotional and/or clinical decline of residents.

The Housekeeping Team or designate will:

- 1) Ensure enhanced cleaning of all high touch surfaces twice daily and when visibly soiled with hospital grade disinfectant.

The Director of Resident Programs or designate will:

- 1) Be accountable for the process of coordinating visiting protocols, documentation, and auditing. Conduct an initial review and monthly thereafter of current visitor protocols and IPAC practices with residents and families. Any gaps during the review will be reported to the IPAC Lead/designate.
- 2) Provide education to visitors on IPAC practices such as respiratory etiquette, hand hygiene, proper use of PPE, maintaining IPAC measures in place when a resident is on additional precautions.
- 3) Ensure the visit is documented in the resident's electronic health record.
- 4) Communicate visiting hours. Visits may be rescheduled for the following reasons:
 - The community goes into outbreak
 - Resident is experiencing symptoms or is self-isolating
 - Other emergencies (i.e. Code Red)

All Team Members will:

- 1) Participate in and support visiting of residents as needed.
- 2) Guide any visitor with PPE utilization as needed.
- 3) Seek support from nurse in charge and/or manager(s) to address questions and concerns, including immediate advice to support individual resident and family needs.

The Visitor will:

- 1) Conduct visits during visiting hours communicated by the community. The community may set capacity limits to the maximum amount of visitors as per WorkSafeBC and Public Health Officer safety plans. Approved essential visitors do not need to schedule a visit in advance.
- 2) Participate in the active screening process, perform hand hygiene, and don a medical mask during the visit.
- 3) Adhere to additional Personal Protective Equipment (PPE) requirements if the resident is on additional precautions.
- 4) Comply with Infection Prevention & Control (IPAC) education to ensure full compliance to visiting policy requirement, provincial directives, and IPAC practices.
- 5) Sign in and undergo active screening for signs and symptoms of illness, including COVID-19, during the visits.
- 6) Refrain from visiting any other resident and any other areas within the community except designated indoor spaces and designated washroom.
- 7) Adhere to additional IPAC measures as directed by Public Health.

NOTE: Visitation of pets will be determined on a case by case basis to support the wellbeing of the resident.

NOTE: Any non-compliance with the visitor responsibilities in this policy will result in a discontinuation of the visit for the non-compliant visitor.

References:

- Proof of vaccination and the BC Vaccine Care. <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof#card>
- Immunization Records Sample Canada, COVID-19 BC. https://www2.gov.bc.ca/assets/gov/covid-19/immunization/immunization-record-examples/immunization_record_samples_canada.pdf
- Questions and Answers for Health Care Stakeholders Viral Respiratory Illness (VRI) Season 2023/24, Updates to Infection Prevention and Control Measures in Health Care Settings date: September 28, 2023

Attachments: IX-N-10.46(a) Visitor Guidelines (BC)
IX-N-10.46(b) Resident LOA Checklist – AL/IL (BC)
IX-N-10.46(c) Resident Handout – Guide to Outings (BC)
IX-N-10.46(d) Best Practice Guidelines for Indoor & Outdoor Entertainment (BC)