



Long-Term Care Visitor Procedure

ORG-RES-LTC-301

Scope

This procedure applies to all visitors at all RHC Long Term Care or Eldcap sites.

Purpose

This procedure provides instruction to staff monitoring the entrance of visitors to long term care or Eldcap sites in order to protect the health and safety of residents, staff and visitors.

Equipment / Supplies

- Visitor Sign in log
- IPAC Visitor Education Package
- Visitor Guidelines

Procedure

1. Request the visitor sign in on Resident Visitor Log upon entry, completing all parts of the log.
2. Ensure the visitor completes hand hygiene
3. Screen the visitor if required by provincial directive
4. Provide PPE if required. Assist the visitor with donning PPE as needed.
5. Ensure the visitor is aware of any requirements for visiting, i.e., remaining in resident's room
6. Provide "LTC Visitor Guidelines"
7. Provide Infection Prevention and Control Visitor Education Package, as required.
8. Request visitors sign out when leaving the facility.

Notes

- LTC facilities/Eldcap site will need to accommodate for visitors who are unable to put on or remove PPE without assistance from another person.
- LTC facilities/Eldcap site have the discretion to end a visit or prohibit a visitor (including caregivers) from visiting in response to repeated and overt non-compliance with Riverside Health Care's policies and/or provincial guidelines and where a visitor's behaviour may impact the home's ability to ensure a safe and secure home.

Supporting / Related References

The following document, policy, process, and/or procedure support or are related to this procedure.

- Long-Term Care Visitor Procedure ORG-RES-LTC-301
- LTC Visitor Guidelines (Appendix A)
- IPAC Visitor Education Package (Appendix B)

Appendix A

LTC Visitor Guidelines

ALL VISITORS

Visitors are critical to supporting a resident's care needs and emotional well-being.

Please remember:

- It is the visitor's responsibility to comply with home's policies that provide measures that protect the health and safety of residents, staff and other visitors.
- Follow infection prevention and control practices such as hand hygiene, respiratory etiquette, Personal Protective Equipment (PPE) requirements, and/or physical distancing when indicated (i.e., mask, gown, gloves, etc.).
- Accommodation will be provided for visitors who are unable to put on or remove any required PPE without assistance from another person.
- Visitors are encouraged to read the Visitor Policy and ask questions if any clarity is required.

SCREENING

Visitors must self-screen for symptoms of illness before visiting the home. If feeling unwell, visitors should reschedule their visit.

VISITING A PALLIATIVE OR CRITICALLY ILL RESIDENT

Visitors will have unrestricted access to a resident who is at end-of-life or for other circumstances, unless otherwise determined by provincial directives (i.e., limiting the number of visitors during a pandemic situation).

DESIGNATED CAREGIVER

Residents and/or their substitute decision-maker may designate individuals to help meet the resident's care needs:

"Caregiver" means an individual who,

- a. is a family member or friend of a resident or a person of importance to a resident,
- b. can comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act,
- c. provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,
- d. is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and
- e. in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver. Speak to a staff for a Caregiver Designation: Parental/Guardian Approval form.

Appendix B



IPAC VISITOR EDUCATION PACKAGE

Get familiar with our home's infection prevention and control practices

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How to Hand Wash:

HOW TO handwash



1 Wet hands with warm water.



2 Apply soap.

Lather hands for 20 seconds



3 Lather soap and rub hands palm to palm.



4 Rub in between hand with palm of other hand.



5 Rub back of each hand with palm of other hand.



6 Rub fingertips of each hand in opposite palm.



7 Rub each thumb clasped in opposite hand.



8 Rinse thoroughly under running water.



9 Pat hands dry with paper towel.




10 Turn off water using paper towel.





11 Your hands are safe.


How to Hand Rub:


HOW TO handrub


1  Apply 1 to 2 pumps of product to palms of dry hands.


2  Rub hands together, palm to palm.


3  Rub in between and around fingers.

4  Rub back of each hand with palm of other hand.

5  Rub fingertips of each hand in opposite palm.

6  Rub each thumb clasped in opposite hand.

7  Rub hands until product is dry. Do not use paper towels.

8  Once dry, your hands are safe.

Rub hands for 20 seconds

Video links on Hand Washing and Hand Rubbing:

Hand Wash Video: <https://rb.gy/gxdtxu>

Hand Rub Video: <https://rb.gy/znnw28>

PERSONAL PROTECTIVE EQUIPMENT PPE

PPE Donning Sequence:

PPE DONNING Sequence



Perform hand hygiene 1



Put on gown 2



Put on mask or N95 Respirator *



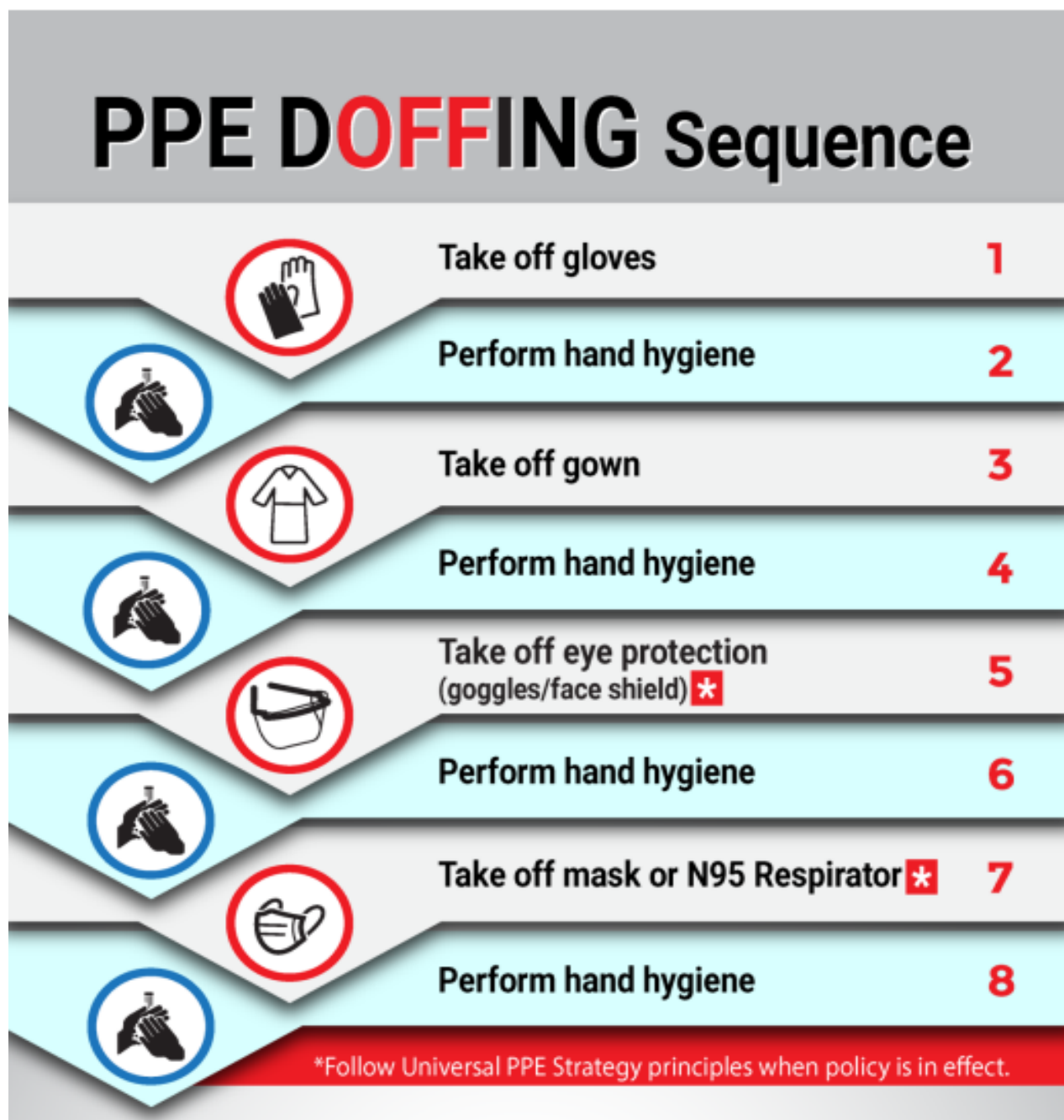
Put on eye protection (goggles/face shield) *



Put on gloves 5

*Follow Universal PPE Strategy principles when policy is in effect.

Doffing PPE Sequence:



Video links on Donning and Doffing PPE:

PPE Donning Video: <https://rb.gy/bygtdk>

PPE Doffing Video: <https://rb.gy/yx6q1i>

The right and wrong what to wear a mask:

THE RIGHT WAY



Make sure your mask completely covers your nose and mouth and is secured snugly under your chin.

Wash your hands before you put on, and after you take off, your mask.



Touch only the ties or ear loops when putting on or taking off your mask.

If your mask has a metal wire running along the top edge, mold it over the bridge of your nose to help contain droplets.



Dispose of mask when it becomes damaged, soiled or becomes contaminated with body fluids (droplets/secretions).

Store masks in a clean environment.



THE WRONG WAY



Don't touch the outside of your mask while you are wearing it.

Don't lower your mask so you can talk.



Don't wear a mask that's too loose or slides down your face.

Don't rest your mask around your neck or under your chin.



Don't hang your mask off your ear.

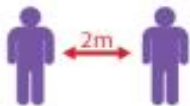
Don't double-mask (wear one mask on top of another).



Respiratory Etiquette:



Move it



Move away from others when you feel a sneeze or cough coming on.

Catch it



Cover your mouth and nose with a tissue when you sneeze or cough. If you don't have a tissue, cough or sneeze into your sleeve or elbow, not into your hands!

Bin it



Discard any used tissue in a garbage container.

Kill it



Wash or sanitize hands immediately. Remember to rub hands for at least 20 seconds!

STOP THE SPREAD OF INFECTION

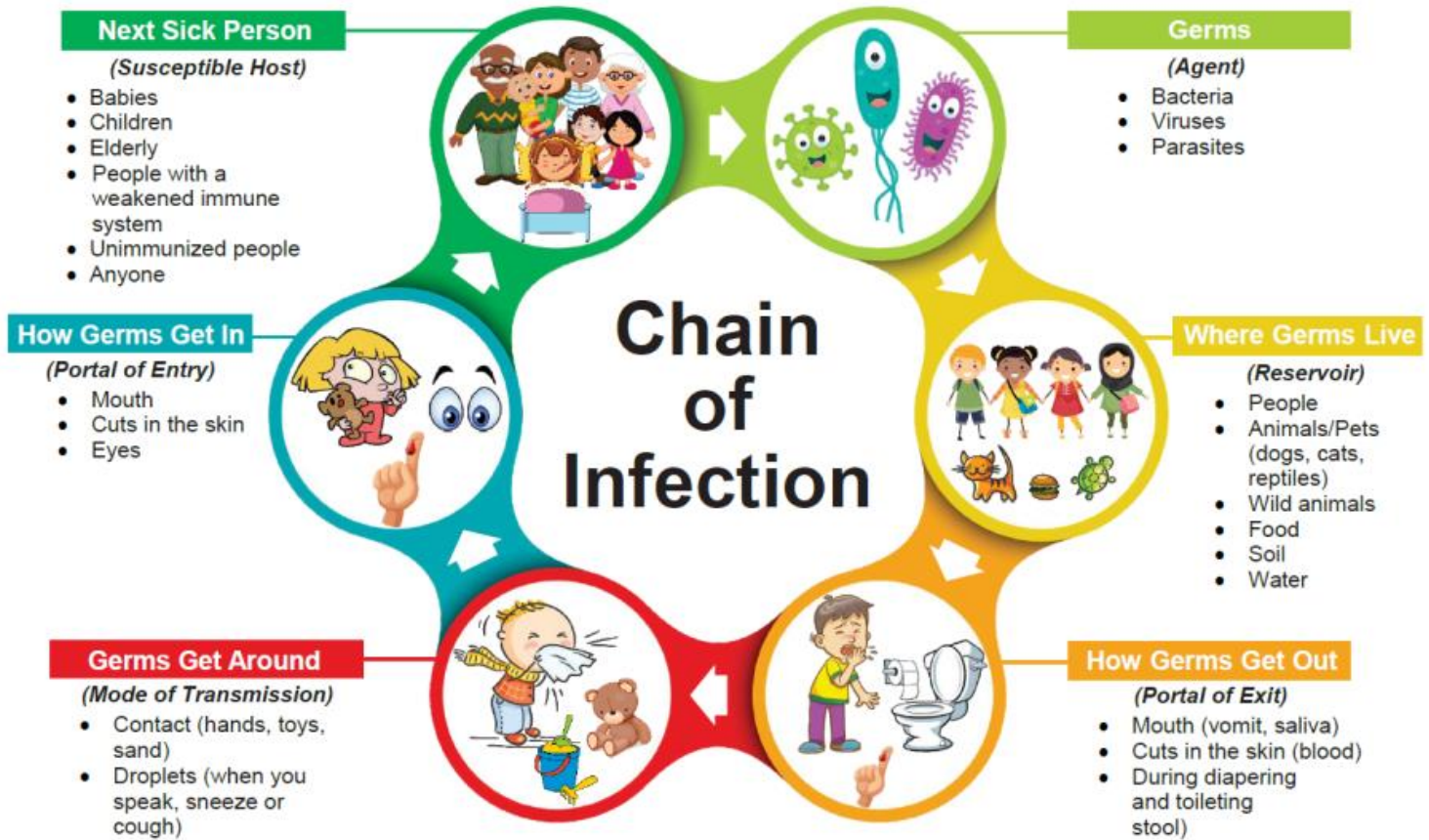
Infections (such as influenza, COVID-19, cold viruses, and even whooping cough) are spread by coughing or sneezing. When you cough or sneeze on your hands, your hands carry and spread these infectious agents. When you touch an object such as a door handle, elevator button, telephone or computer keyboard with unclean hands, you are spreading germs. The next person who touches these objects may pick up these germs and get sick if they do not clean their hands before touching their eyes, nose or mouth.

Infection Prevention Control Principles:

EVERYONE HAS A ROLE IN PREVENTING THE SPREAD OF DISEASE



Chain of Infection:



Modes of Transmission:

Modes of Transmission



Contact Transmission

- Direct
- Indirect



Droplet



Airborne Transmission



There are several types of pathogens in nursing homes, including bacteria, viruses, fungi, and parasites. The modes of transmission vary by the type of organism, and some pathogens may be transmitted by more than one route. Understanding the different modes of transmission is critical to understanding how spread can be