



Policy Name:  <p style="text-align: center;"><b>PANDEMIC VISITATION POLICY</b></p>	Policy Number:  <p style="text-align: center;"><b>0199</b></p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;"><b>JULY 23, 2020</b></p> Date Revised <p style="text-align: center;">August 12, 2021</p>
	Next Date for Review: <p style="text-align: center;">Ongoing</p>
Section: <p style="text-align: center;">Section 01 - Delivery of Care to Residents and Families</p>	Page No: <p style="text-align: center;"><b>Page 1 of 4</b></p>

## 1. Hand Hygiene

- 1.1 All persons, including residents, must perform hand hygiene (HH), i.e., 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.
- 1.2 All persons, including residents, must perform HH before and after safe physical touch, i.e., touching hands or hugging.
- 1.3 All persons will perform HH when entering and exiting individual resident rooms.

## 2. Personal Protective Equipment (PPE) During Visitation

- 2.1 All visitors are required to wear a mask **properly** (covering the mouth and nose at all times) continuously throughout all areas of the hospice. Instructions will be provided on how to put on and take off that mask and any other PPE that may be required. A mask may be provided by Agapé or the visitor.
  - a) Continuous use of a mask is not required for outdoor visits.
  - b) Proper usage of masks is expected. The mask is required to be covering the mouth and nose at all times in order to contain any secretions or droplets.
  - c) Visitors are not permitted to eat or drink inside the hospice.
- 2.2 When visiting a resident on isolation precautions, visitors will be provided with the required PPE (based on precaution required), and will be instructed on how to use the appropriate PPE.
- 2.3 Visitors will be denied entry without a mask and asked to leave if not wearing the required PPE. We are insistent on this protocol in order to protect our staff. Police may be called if necessary to assist if visitors jeopardize staff and resident safety.
- 2.4 We reserve the right to implement visitor restrictions based on PPE supply, COVID-19 positivity, or respiratory outbreak.



Policy Name:  <b>PANDEMIC VISITATION POLICY</b>	Policy Number:  <b>0199</b>
	Date Revised:  <b>AUGUST 12, 2021</b>
	Page No:  <b>Page 2 of 4</b>

### 3. Health Assessment Screening

3.1 Any visitor who intends to enter a facility will be required to complete the visitor screening. This screening must be completed every time the individual enters the site. Screening shall involve the following:

- a) A visitation waiver must be signed the first time visitors enter the site due to the increased risk of spread from COVID-19.
- b) Review and confirm the visitor's understanding of the *Safe Visitation for Family and Visitors* pamphlet and assess risk level for COVID-19.
- c) Temperature screening.
- d) Completion of the COVID-19 Questionnaire.
- e) Confirmation of identity in the visitor log book, with contact information kept at the nursing station.
- f) Documentation of arrival and exit times.

3.2 Visitors may be denied entry if the visitation process raises concerns.

### 4. Visitors

4.1 All visitors will review and adhere to the Safe Visiting Practices.

4.2 Visitors that are from the same household do not have to maintain a physical distance from each other but still need to maintain a minimum distance of 2 meters/6 feet from the resident and staff.

4.3 Children over the age of 2 are required to wear a mask at all times. Children will be supervised at all times.

4.4 Exceptions to the visitor guidelines may be granted on a case-by-case basis by Agapé management.

4.5 When possible, visitors should limit their visits to one site per day (e.g., do not visit someone in a hospital and then visit a resident at Agapé on the same day).

4.6 Out of province/international visitors will be reviewed on a case by case basis. Please direct any concerns/questions about out of province visitors to the Medical Director.

### 5. Pet Visitation

5.1 One animal is permitted to accompany a visitor for both indoor and outdoor visits. The animal must meet the Agapé Hospice pet visitation policy (i.e., dogs must be on a leash at all times). Visiting animals are to be well (i.e., not displaying signs of illness, such as



Policy Name:  <b>PANDEMIC VISITATION POLICY</b>	Policy Number:  <b>0199</b>
	Date Revised:  <b>AUGUST 12, 2021</b>
	Page No:  <b>Page 3 of 4</b>

diarrhea or vomiting) and not come from a household with individuals at high risk of unknown exposure to COVID-19.

## 6. Visitation Indoors

6.1 Indoor common spaces for visitation no longer need to be pre-booked.

## 7. Contact Tracing

7.1 Visitor information will be collected via sign-in sheets. Information will include name, date, time, and phone number for the purposes of contact tracing.

## 8. Dispute Process

8.1 Concerns regarding this policy may be brought forward to a member of the staff who will forward any unresolved issues to the Executive Director/Nursing Lead. Visitors may also submit their concerns in writing via email. Contact information for Executive Director/Nursing Lead can be provided by any staff member. All visitors are also encouraged to forward any concerns to the AHS Patient Relations number at 1-855-550-2550.

## 9. Maximum Number of Visitors Per Room

There is no longer a maximum number of visitors per day for each resident, however, each room may only accommodate 2 or 3 visitors at any one time. Visitors may be asked to step out as needed to allow nursing staff to continue to have a safe distance of 6 feet/2 meters from visitors.

## 10. Outdoor Visits

Pre-booking is not required for outdoor visits.

## 11. Overnight/Pass

11.1 Passes will be permitted. Please speak with a member of your care team.

11.2 Overnight visitors will be required to wear a mask continuously.

11.3 Residents are encouraged to disclose close contacts while out on pass.

11.4 In the event of an outbreak, all previously approved overnight passes will be cancelled. Passes will not be considered until the outbreak is declared over.



Policy Name:  <b>PANDEMIC VISITATION POLICY</b>	Policy Number:  <b>0199</b>
	Date Revised:  <b>AUGUST 12, 2021</b>
	Page No:  <b>Page 4 of 4</b>

**REFERENCES**

*Alberta Health. Record of Decision, CMOH Order 37-2021*