



COVID-19 Visiting Policy

Saint Luke's Place believes the presence of family, friends, and the community are important components of a high quality of life for those residing in a Long Term Care facility. Saint Luke's Place has established guidelines to facilitate this involvement in order to protect residents, employees, visitors, and the community's right to privacy and confidentiality, as well as the right to be cared for, visited, and work in a safe environment.

It is the responsibility of all employees, residents and families to follow the procedure, maintain physical distancing and practice hand hygiene to ensure the safety of the residents, and minimize the spread of COVID-19.

Essential Caregivers

- A resident and/or substitute decision maker can designate up to 2 essential caregivers. An essential caregiver provides direct care to the resident (e.g. feeding, mobility, cognitive stimulation, communication, meaningful connection, and assistance with decision-making).
- The designation should be made in writing to Saint Luke's Place. Send an email of this designation to socialwork@saintlukesplace.ca or give a paper copy to the front office to give to social work consultants.
- Essential Caregivers must be at least 18 years of age.
- A resident and/or their substitute decision-maker may change a designation in response to a change in the resident's care needs that is reflected in the plan of care or; the availability of a designated caregiver, either temporary (e.g. illness) or permanent.
- Before essential caregivers enter the facility they must provide proof of a negative COVID-19 swab/test.
- Proof of negative results can be emailed to socialwork@saintlukesplace.ca or presented to the screener to be provided to the Associate Director of Nursing and Personal Care
- For Public Health Units in the Green-Prevent and Yellow-Protect levels, essential caregivers are required to have COVID-19 swabs updated on a bi-weekly basis. For Public Health Units in the Orange-Restrict, Red-Control, or Grey-Lockdown levels, essential caregivers must be tested weekly for COVID-19. Essential caregivers are permitted to have regular weekly COVID-19 testing at Saint Luke's Place. Dates and times of this testing will be provided to you when you indicate interest in becoming an essential caregiver.
- Essential caregivers will be screened and have their temperatures taken and asked a series of questions specific to the pandemic every time they enter the building. Essential caregivers will be provided with surgical masks, which are to be properly worn for the duration of time in the facility.
- Essential caregivers should maintain physical distancing at all times as much as possible, except when providing direct care to a resident. To clarify, this includes physical distancing from the resident for whom they are the designated caregiver, unless they are providing direct care. Caregivers must also maintain physical distancing from staff, other visitors, and residents they are not visiting.
- Essential caregivers will be trained on visiting policy and procedures. These policies and procedures will be reviewed monthly with essential caregivers.
- Visits for essential visitors are permitted as follows, subject to discretion from the local public health unit:
 - If the local public health unit is in the Green-Prevent or Yellow-Protect level and the home is **not** in an outbreak, a maximum of 2 caregivers per resident may visit at a time.



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- If the local public health unit is in the Orange-Restrict, Red-Control or Lockdown level, or the home is in an outbreak, a maximum of 1 caregiver per resident may visit at a time.
- A caregiver may not visit any other resident or home for 14 days after visiting another:
 - Resident who is self-isolating or symptomatic; and/or,
 - Home in an outbreak

General Indoor Visits

- A maximum of 2 general visitors per resident may visit at a time, subject to direction from the local public health unit, provided:
 - The resident is not self-isolating or symptomatic; and,
 - The home is not in an outbreak; and,
 - The local public health unit is in the Green-Prevent or Yellow-Protect level.
- No general visitors are permitted to visit in any of the following situations:
 - The home is in an outbreak.
 - The resident is self-isolating or symptomatic.
 - The local public health unit is in the Orange-Restrict, Red-Control or Lockdown level.
- All general indoor visits must be prearranged by contacting Krista Voisin Goll at 519-658-5183 ext. 244 or at activationmanager@saintlukesplace.ca
- No walk-ins visits will be permitted.
- All visitors must complete COVID-19 testing and have a NEGATIVE result emailed prior to visiting or a paper copy at the time of the visit.
- Visitors must have COVID-19 testing completed by Public Health. Saint Luke's Place does not provide COVID-19 testing for general visitors.
- There will be a limit of one general indoor visit per week per resident.
- Visits will be in 30 minutes intervals so that everyone has an opportunity to visit their loved ones.
- Please arrive on time for visits and do not exceed the 30 minute time limit.
- All visitors must complete COVID-19 screening questions and complete a temperature check prior to visit. Any visitors who fails the screening questions and temperature check will not be permitted to visit.
- A general visitor may not visit any other resident or home for 14 days after visiting another:
 - Resident who is self-isolating or symptomatic; and/or,
 - Home in an outbreak
- All visitors will be given a surgical mask to wear.
- All visitors must maintain a 6' (foot) distance from resident.
- We kindly ask that you maintain a social distance at all time from staff, resident and other visitors while in the building.
- All visitors must wait in their cars before the visit. Staff will call you by cell phone or wave you into the building when it is time for your visit. Please proceed directly to the designated visiting area.
- All visitors must sanitize their hands before and after the visit.



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- All visitors must remain in the designated visiting area/seating during the visit. No washrooms will be available to use in the building.
- Please do not bring items, food or drink to the visit.
- Any gifts or personal items you would like to give to a resident must be given to the front office after the visit.
- Children under the age of fourteen must be accompanied by an adult and abide by visiting protocols.
- Pets will not be permitted for indoor visits.
- Staff will be available to support general indoor visits if assistance is required. Supervision will be at the discretion of Saint Luke's Place.
- Discontinuation of visits is at the discretion of Saint Luke's Place staff. Staff will consider the impact of the visits/discontinuing visits on the clinical and emotional well-being of the resident.
- Cancellation of visits is at the discretion of the facility due to unforeseen circumstances. If the visit has to be cancelled they will be notified at a minimum of 1 hour prior to the visit.
- We will try our best to have resident come to the designated areas for visits, however if they refuse, we will not force them and the visit will be rescheduled.

Outdoor/Balcony Visits – will be suspended between the months of September/April – This is due to cooler weather. If you have specific request please contact Krista Voisin Goll at 519-658-5183 ext. 244 or at activationmanager@saintlukesplace.ca

Window Visits

Where possible and depending on the location of your loved one in the facility, window visits can be arranged. COVID-19 testing and screening is not required for these visits however the following is required:

- Window visits can be prearranged by contacting Krista Voisin Goll at 519-658-5183 ext. 244 or at activationmanager@saintlukesplace.ca but is not mandatory.
- All window visitors must proceed directly to their loved ones window. If other visitors are outside when approaching area.
- Staff will be available for support if required.
- Windows cannot be open to ensure the safety of our residents.





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Virtual Visits (Skype/ Facetime)

Virtual visits are available to everyone who has this technology. To set up virtual visits please:

- All virtual visits must be prearranged by contacting Krista Voisin Goll at 519-658-5183 ext. 244 or at activationmanager@saintlukesplace.ca
- Visits will only be 30 minutes intervals so that everyone has an opportunity to visit their loved ones.
- Please be available on time for visits and do not exceed the 30 minute time limit.
- All visits will be supervised and staff will be available for support.

Other

Residents have the right to choose their visitors. If the resident is not able to decide and/or voice their choice, their substitute decision-makers have the right to choose who gets to visit with them.

Visitors must comply with the listed requirements for visits. Failure to follow the guidelines may result in visit being discontinued and future visiting restrictions.

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting a long-term care home is appropriate.

We ask that you be respectful and patient, we are trying very hard to keep everyone safe and ensuring all residents and families have the opportunity to visit

Staff will remain respectfully away to provide privacy, however staff will be available if required for support.

If you have any questions relating to visiting, please feel free to reach out to:

Maureen Toth, Long Term Care Administrator at
519-658-5183 ext. 293 or at ltcadmin@saintlukesplace.ca

Or

Paul O'Krafka, Chief Executive Officer at
519-658-5183 ext. 223 or at ceo@saintlukesplace.ca

We appreciate your cooperation and understanding.
Respectfully,

Saint Luke's Place