

## FAQs for Family Members and Residents

### Visitor Policy – the Apotex, Jewish Home for the Aged

#### Q1. What changes have been made to the Visitor Policy?

Following the Ministry of Health and Long-Term Care's updated Visitor Policy, effective Wednesday, October 7, general visitors will no longer be permitted to visit Apotex residents. Access will be restricted to essential visitors, designated caregivers and staff. As such, in addition to our indoor visits, we are also suspending our outdoor visit program.

The Premier has announced these restrictions for long-term care homes in response to the rising number of COVID-19 infections in the community, with the aim of safeguarding residents against the virus while continuing to ensure their access to their designated caregivers.

#### Q2. Are any general visits still permitted?

No. Effective Wednesday, October 7, general visits are no longer permitted.

#### Q3. What is a caregiver and how can they be registered?

A **caregiver** is a type of essential visitor who is designated by the resident and/or their substitute decision-maker to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver and paid companions.

Caregivers must be at least 18 years of age.

We are asking residents and/or their substitute decision-makers to identify **a maximum of two caregivers** per resident, and to email [caregiver@baycrest.org](mailto:caregiver@baycrest.org), or call Anna Ballon at 416-785-2500 ext. 2388 with the following information:

- Your name
- Whether you are a secondary decision maker (SDM) or resident
- Resident's floor and neighbourhood (if known)
- If you are not the resident, name of the resident for whom you are designating a caregiver
- Name of the caregiver(s)
- Contact information of the caregiver(s)
  - Phone number
  - Email address
  - Home address

#### Q4. Can designated caregivers be changed?

Residents and substitute decision-makers are asked to carefully consider their selection of caregiver(s). Caregiver designation changes can be submitted in writing to [caregiver@baycrest.org](mailto:caregiver@baycrest.org). A resident and/or their substitute decision-maker may change a designation in response to a change in the:

- Resident's care needs that are reflected in the plan of care.

- Availability of a designated caregiver, either temporary (e.g., illness) or permanent.

Changes will take three business days to process.

**Q5. Have there been changes to the definition of “essential visitors”?**

No, there has not been a change to the definition of “essential visitors” at Baycrest. Essential visitors are permitted for patients or residents who have been classified by the medical team as very ill (i.e., requiring immediate transfer to acute care) or imminently dying (i.e., in their last hours or days of life; life expectancy less than two weeks).

**Q6. What visiting options are available?**

We are doing the best we can to facilitate eVisits for residents based on resourcing and availability. To schedule an eVisit, residents and their loved ones can book online [here](#), call 416-785-2500 and dial the extension number 2020 or email [eVisit@baycrest.org](mailto:eVisit@baycrest.org).

**Q7. Will you review this policy in the winter if COVID-19 is still ongoing?**

As the COVID-19 outbreak evolves in Ontario, the COVID-19 Visiting Policy will be continually updated, keeping the safety and emotional well-being of residents and staff at the forefront and ensuring Baycrest is following the guidance of the Ministry of Long-Term Care.

**Q8. Are the number of visitors restricted?**

Yes, the Ministry has provided guidance on the maximum number of visitors that may be permitted per resident at a time. Please see the chart below.

<b>Essential Visitors</b> <i>Resident is Very Ill or Dying</i>	<b>Designated Caregivers</b>	<b>General Visitors</b>
<ul style="list-style-type: none"> <li>▪ Maximum 2 essential visitors in a 24 hour period</li> <li>▪ Essential visitors can visit at the same time</li> <li>▪ Please note: Only one essential visitor can be in the room if a caregiver is present.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maximum of 2 caregivers designated per resident</li> <li>▪ Designated caregivers cannot visit at the same time</li> </ul>	<ul style="list-style-type: none"> <li>▪ As of Wednesday, October 7, general visitors are no longer permitted at the Apotex, Jewish Home for the Aged.</li> </ul>

**Q9. What are the rules for visits by multiple essential visitors, such as a group of relatives, seeking to see a loved-one at the same time?**

A maximum of two essential visitors can be accommodated per day.

**Q10. What screening requirements must visitors meet to be able to participate in a visit?**

All visitors must pass active screening on entry for symptoms and exposure to COVID-19, including temperature checks, and attest that they are not experiencing any of the typical and atypical symptoms. All caregivers must verbally attest that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive. Note that this applies to all caregivers regardless of whether they visit indoors or outdoors, since they will be providing support services and/or direct care to residents.

All **caregivers** should verbally attest that, in the last 14 days, they have not visited another home in an outbreak or a resident who is self-isolating or symptomatic.

Before their first visit, and at least once every month thereafter, **caregivers** should verbally attest that they have read/re-read our Visitor Policy.

Additionally, prior to visiting any resident for the first time after this policy is released, Baycrest will provide training to **caregivers** that addresses how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene. Opportunities for retraining will be provided to caregivers once every year.

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

**Q11. Do all visitors need to attest to a negative COVID-19 test result?**

Caregivers must verbally attest that they have tested negative for COVID-19 within the previous two weeks and subsequently not tested positive:

Essential visitors do not require a negative COVID-19 test.

**Q12. Do all visitor types require a mask?**

Yes. All visitors must continuously wear a procedure mask (this requirement must be met by essential caregivers and essential visitors).

**Q13. What is the minimum age required for a visitor?**

A designated caregiver must be at least 18 years of age.

There is no minimum age required for essential visitors. Visitors younger than 14 years of age should be accompanied by an adult and must follow all applicable infection prevention and control (IPAC) precautions in place at Baycrest. Toddlers and babies are not appropriate visitors as they cannot participate in active screening and are unlikely to tolerate continuous masking.

**Q14. If a visitor requires a support person for accessibility reasons, what requirements apply to the support person?**

A support person for any visitor does not count towards the maximum number of visitors. A support person for a caregiver does not need to be designated. Visitors who need a support person are asked to inform Baycrest in advance so that proper arrangements can be made.

The support person for any visitor should adhere to Baycrest's visitor policy and follow the same screening and PPE requirements as visitors. For clarity, if a support person is accompanying a caregiver, or accompanying an essential visitor who is visiting indoors, that support person should verbally attest that they have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive.

**Q15. What if an outbreak is declared?**

In the event that the Apotex declares an outbreak, designated caregivers and essential visitors will continue to be allowed on site, unless Public Health determines otherwise.

During an outbreak, and/or a suspected or confirmed case of COVID-19, the local public health unit will provide direction on visitors to the home, depending on the specific situation.