

***This document is intended for families of patients and residents and will be posted on the Baycrest.org COVID-19 page.***

**1. COVID-19 is still in the community. Why are you starting indoor visits now?**

We are following the directives of the Ontario Ministries of Health and Long-Term Care. In addition, we need to balance the holistic needs of our patients and residents: they have not been able to physically see their loved ones for months, and that takes a toll on their wellbeing as well. We have to consider all of their needs, and our visitation policy reflects that. We will continue to evaluate our visitation policy and the status at Baycrest as we adjust to each new stage of the province's reopening.

Please be assured that we continue to follow stringent screening and infection prevention and control measures to mitigate the spread of COVID-19 on our campus. Please also note that we must all remain vigilant regardless of whether or not we have received a negative test. The most effective means of preventing the spread of COVID-19 continues to be the proper use of Personal Protective Equipment (PPE), hand washing and physical distancing.

**2. How has Baycrest minimized the risk of COVID-19 transmission?**

- All visitors are required to wear a mask at all times (if a visitor cannot tolerate a mask they cannot participate in visits)
- Visitors have been instructed not to use common spaces (e.g., they are asked to go straight from screening to the room of the client they are visiting. Visitors should not be using the WA Café etc.).
- Apotex visits are pre-scheduled by floor. All visitors will wear a visitor label with the date clearly marked.
- Hospital and Apotex visits are restricted to certain days of the week / times of the day
- Hospital visitors have been issued visitor badges so that they can easily be identified.
- All visitors are proactively screened and cannot visit if they fail screening.
- All visitors are required to remain in the patient's / resident's room and maintain physical distance at all times. All non-essential visits will be cancelled if the home or hospital is in outbreak
- Visit numbers have been capped to limit foot traffic
- All visitors are provided with an information package including instructions on IPAC protocols, masking and other operational procedures such as limiting

movement around the hospital/home, if applicable, and ensuring visitors' agreement to comply.

- We have increased staff testing and point prevalence testing.

### **3. Do visits need to be supervised?**

The successful resumption of visits in hospital/homes is dependent on trust. Visitors will be informed about the rules before visitation. We will be trusting that they will comply with all rules and that there is no need for supervision. In some cases, though, we may need to supervise visits, and this is allowed. Visitors are also being asked to visit with the door open so that staff can more easily observe infection control practices. Where possible, managers, supervisors and Client Relations and Experience Office staff will endeavour to have a presence on units where visits are occurring as we phase in this new approach.

Please note, outdoor visits for Apotex residents continue to be supervised

### **4. Can indoor visits last longer than 90 minutes?**

No. As we adjust to our new visitation policy, we have to balance our patients' and residents' social and emotional needs with their care needs.

### **5. Why can't more people visit one patient or resident at the same time?**

We are following the directives of the Ontario Ministries of Health and Long-Term Care. The limit on the number of visitors is in place to ensure that appropriate physical distancing can be maintained during the visit.

### **6. Why can't I come visit more often?**

We are following the directives of the Ontario Ministries of Health and Long-Term Care. As we adjust to our new visitation policy, we must balance our patients' and residents' social and emotional needs with their care needs.

### **7. Why are you not requiring proof of a negative COVID-19 test?**

We are following the directive of the Ontario Ministry of Health and Long-Term Care, which specifies that a verbal attestation is necessary for indoor visits in long-term care homes. We expect visitors to be honest to help protect their loved ones and the Baycrest community.

## **FAMILY FAQs**

### **Visiting**

**September 1, 2020**

#### **8. Why are hospital visitors not required to have a negative COVID-19 test?**

Baycrest has established our visitation policy in alignment with provincial guidelines. The government directives require all indoor visitors to long-term care homes to verbally attest that they have had a negative COVID-19 test within the past two weeks of a visit. However, this requirement is not in place for hospital visits.

The most effective means of preventing the spread of COVID-19 continues to be the proper use of Personal Protective Equipment (PPE), hand washing and physical distancing.

#### **9. Why are you allowing only 30 minutes for outdoor visits and up to 90 minutes for indoor visits?**

Outdoor visits are limited by space and resources. Therefore, to allow everyone fair access to these visits, we have to limit their length.

In contrast, indoor visits take place in clients' respective rooms, where we are not limited by the space. In addition, it has been months since our patients and residents have had the chance to spend meaningful time with their loved ones in their own space. We recognize the importance of allowing as much time as safely possible for the mental and social wellbeing of our clients, so we have extended the indoor visitation time to 90 minutes.

#### **10. What about residents who have cognitive issues and may not be able to physically distance? Can they receive visitors?**

Yes, this is reviewed on a case by case basis to determine what strategies can be implemented to support a visit. We continue to do our best to monitor visits, but we also expect visitors to be vigilant and to help protect their loved ones.

#### **11. What do I do if I see other visitors not properly adhering to PPE use?**

If you see someone not properly adhering to PPE use, please politely remind them of the importance of this measure for the safety of everyone at Baycrest. For example, you can gently remind them that universal masking is in place and that their mask needs to cover their nose. If you do not feel comfortable addressing this, please speak to a staff member. This is everybody's responsibility: we all have a role to play in keeping each other safe.

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Visitors who do not comply with these measures will be asked to discontinue their visit. Any non-adherence to visitor rules will be the basis for discontinuation of visits.

#### **12. Can I take my loved one out of their room, for example to the W.A. Café or outside?**

No. To ensure proper physical distancing and to reduce the risk of COVID-19 transmission, indoor visits are restricted to the patient or resident's room at this time.

#### **13. Can I bring packages for my loved one during visits?**

We are permitting visitors to bring with them clean, seasonal clothing for residents and patients as well as small essential items such as toiletries and reading materials. Please do not bring food.

#### **14. Can children visit patients and residents? Is there an age limit for visitors?**

There is no age limit in place, but all visitors, including children, must be able to follow proper use of PPE and physical distancing. Apotex visitors must also attest to testing negative for COVID-19. For the above reasons, babies and toddlers are not appropriate visitors. Children must be accompanied by an adult. Please note that one child counts as one visitor.

#### **15. How do you balance provincial government directives with your specific visitation plans?**

Visitation will be a dynamic process depending on how the pandemic unfolds, and we will make changes to our policy accordingly to ensure the safety and wellbeing of everyone on our campus. We will continue to evaluate our visitation policy and the status at Baycrest as we adjust to each new stage of the province's reopening.

Please be assured that we continue to follow stringent screening and infection prevention and control measures to mitigate the spread of COVID-19 on our campus. Please also note that the most effective means of preventing the spread of COVID-19 continues to be the proper use of Personal Protective Equipment (PPE) and hand washing and social distancing.

#### **16. What if I have questions regarding process/outdoor visits – who do I go to?**

## **FAMILY FAQs**

### **Visiting**

**September 1, 2020**

If you have questions about booking a visit in the Apotex, please call 416-785-2500 ext. 2020. For hospital visits, please contact the unit-level social worker. You can also find more information at [Baycrest.org/COVID19](https://www.baycrest.org/COVID19).

#### **17. What is the visitor policy surrounding pets?**

Pets are not permitted at Baycrest, this applies to both indoor and outdoor visits. Support animals and guide dogs, however, are allowed. Please note, this is not a change in policy.

#### **18. Is the visitor information package available online?**

Visitors may access the visitor information package [here](#).