

Policy Manual

Subject: Safe Visitation During COVID-19 Pandemic

Section: Safety - Administrative

Number: SAF-a-45

Approved: Chief Operating Officer O Jul 2020

POLICY

CapitalCare's values subscribe to the need to Balance Living with Safety for residents, families and staff. All visitors must adhere to visiting practices that support safety, confidentiality and privacy CapitalCare is committed to supporting safe visitation during the COVID-19 Pandemic with a principle based approach and processes in accordance with the Chief Medical Health Officer Order # 29-2020.

PRINCIPLES

1. **Balanced:** Respecting the physical, emotional, mental, social, cultural and spiritual needs of the resident alongside the risks to the collective of more people on site.
2. **Risk-informed:** Perceived or actual risk factors are recognized and considered alongside the needs and preferences of residents (at an individual and collective level).
3. **Respectful:** Recognition that access to loved ones and supportive persons is deeply personal and contextual, often difficult for individuals to articulate and generalize.
4. **Responsive:** Recognition that site characteristics and resident circumstances change.
5. **Transparent:** Decisions or adjustments to an approach must be communicated in an immediate and timely manner with residents, families and other impacted persons.
6. **Collective responsibility:** All impacted parties have a duty to minimize risks to self and others and ensure safety both in on-site and off-site activity.

SAFE VISITATION

1. All CapitalCare sites will develop and implement a plan based on the above principles for safe visiting in accordance with Chief Medical Health Officer Order # 29-2020, until such time the order is rescinded.
 - a. All plans will be flexible and supportive and reflective of the voice of residents, where they are to express their preferences regarding visitation.
 - b. All plans will outline a method of coordinating visits to ensure safe presence and movement of people and equitable access to visits for all residents.
 - c. Residents or alternate decision makers may confirm up to two designated family/support persons per resident within the criteria outlined in Chief Medical Health Officer Order # 29-2020.
2. Sites must assess risk tolerance of the site, in consultation with residents, families and staff when developing their respective safe visiting processes.
3. Visitors should consider their personal health and susceptibility to the virus by reviewing their risk of unknown exposure to COVID-19 ([Appendix A](#)) to determine whether visiting a resident in long term care is appropriate. Where an in-person visit is not possible, the site will discuss options of a telephone or virtual visit.
4. The visitation plan will be evaluated regularly, at minimum every three weeks or as risk conditions change or when resident or families indicate a need to re-evaluation.
 - a. Temporary limitation may occur in situations where the threat of COVID-19 is imminent. All restrictions will be determined in collaboration with the Edmonton Zone Medical Officer of Health.
5. Updates to the visitation plan will be communicated to residents, families and staff.

DISPUTE RESOLUTION

1. All disputes and/or concerns will be managed using the CapitalCare Policy, Concerns Resolution Process (LEG-a-45).

REFERENCES

Alberta Health, Chief Medical Officer of Health, Order 29-2020.