

Royal Ottawa Place Long Term Care Unit
Requirements for Essential Caregiving Visitors and General Visitors
Updated November 1st, 2022

- Essential visitors, including the two designated caregivers would be able to visit a resident in the event that the resident is in isolation. Only 1 caregiver may visit at a time when a resident is on isolation.
- All others are considered general visitors and would not be able to visit if a resident is on isolation or area of the home is on outbreak.
- We ask that, if you are interested in applying to be new essential caregiver that you email to Administrator Debbie Pilon @ debbie.pilon@theroyal.ca or to Nurse Manager Sarah Anderson @ sarah.anderson@theroyal.ca. On your first visit we will go over IPAC rules and guidelines prior to coming into the home.
- **We ask if possible to please do not plan to come and enter the home between 6:45-7:15am, 12-1pm (during resident meal time) 5:00-5:30 (resident dinner time) and 2:45-3:15pm as this is shift change and a very busy time at the testing area.**

Screening

- All visitors and support workers and contractors are required to complete passive screening. There is signage at the entrance with screening questions. You are not permitted to enter the home if you are feeling ill or fail any of the screening questions.
- In order to enter the long-term care per the Royal Ottawa Health Care Group policy we require that you have both doses of your Covid -19 vaccination and it has been 14 days since your last dose. As of March 14th, 2022 all visitors entering the home are required to have minimum 2 doses of Covid -19 vaccination for ages 5+. Those under age 5 are permitted without vaccination
- Per Ministry of Long-Term Care screening Requirements- All visitors are required to have a rapid antigen covid-19 test upon entry. This is available at Royal Ottawa Place between 9am -7:30pm. **We ask that you avoid coming into the home during these times as the tester may be unavailable and you may need to wait in order to be tested. (12 – 1 pm, 2:45 - 3:15, pm 5:00-5:30 pm).** The test is done by our staff using a nasal swab in both nares. You are required to wait for a negative result before going up on the unit. If the result is positive you will not be permitted to enter and will be directed to isolate at home.

- You are not permitted to visit after visiting with an individual with a confirmed case of Covid-19 or individual experiencing Covid-19 symptoms within the past 10 days.
- We will need your name and phone number for potential contact tracing in the event we have a Covid-19 outbreak, as a requirement from Public Health.

Location of Visits

- Once you have passed screening, and put on required PPE, and have passed the rapid test go directly to the resident's room. Due to social distancing requirements, we ask that visiting will occur in the resident's room or out in the courtyard. As many of our residents are out in the hallways we are still encouraging visits in the residents room if possible.

Outdoor Courtyard Visits

- The courtyard is open for visiting.
- Visitors to the courtyard must come in the main entrance and go through passive screening.
- If the visitor is going up on the unit to get the resident they are required to have an antigen test. If you are not going up on the unit and the resident needs assistance to get to the courtyard, please call the unit before you come for the visit to arrange for the resident to meet you in the courtyard. 3rd floor is 613-722-6521 ext 6090 and 2nd floor is 613-722-6521 ext 6080.
- We will provide a medical mask that is required to be worn at all times during the outdoor courtyard visit.
- Residents are encouraged to wear a mask with visitors.
- Outdoor visitors will be encouraged to have a rapid antigen test before the outdoor visit but it is not required. For the safety of all our residents testing prior to interactions is still encouraged and appreciated.
- When visiting in the courtyard please maintain social distancing apart from any other residents that are in the courtyard.
- After the visit – please come back to the front lobby and they will let you out the main entrance.

Physical Distancing and Mask Requirements

- A surgical/procedure mask must be worn at all times by visitors in the building. These masks will be provided by Royal Ottawa Place.
- Masks are recommended and encouraged to be worn by visitors when you are alone in a resident room (but not required). It is required if resident is on isolation. If you have a mask off, alone in the residents room for example to have a cup of coffee please make sure you are minimum 6 feet apart from the resident. If at any time, any staff member is in the room masks are required to be on in the resident room.
- Residents are able to move around the building with the visitor on a limited basis to go outside to the courtyard. Outdoors masking is still recommended and encouraged when in close proximity to others.
- Residents are encouraged to wear a mask during a visit where social distancing can not occur.
- Please keep a physical distance (2m) from others. Please limit walking around the building, visitors are not permitted in the serveries. If you need assistance while in the resident's room, please ring the call bell. Please keep in mind that during meal times staff are busy assisting residents with their meals.
- Please maintain physical distancing with staff and other visitors.
- Wash your hands frequently, especially if you touch your mask. Your mask must remain over your nose and mouth at all times

Meals

- If the visitor is present for a resident meal, the resident will be served their meal in their room with the visitor. Our dining rooms do not have the capacity to allow extra people
- The greatest risk for the resident is anyone removing their mask, therefore we recommend visitors not to eat or drink when in the building. If you must eat or drink for health reasons, you must be 6 feet away from any other person and immediately put mask back on.

Elevators

- There is a maximum of 2 people per elevator.
- Please do not enter the elevator if there is another resident other than your family member in the elevator.

Washroom Use

- Essential caregivers and general visitors are to use the washrooms that are located in their resident's room. Other support personnel visitors are to use the washroom on the first floor beside the chapel. Please ask the security guard for access to the first floor washroom.

Private Caregivers

- We continue to keep resident interactions with a limited number of people as possible. For that reason, if a resident has a private caregiver – they must be limited to one resident only in the building.

Resident Isolation

- If the resident you are visiting is on isolation for any reason, please stop and talk with the nurse at the desk before entering the resident room. Only essential caregivers can visit when a resident is on isolation. Residents on isolation will have a large sign on their door indicating not to enter without proper PPE. Additional education is required to be completed prior to any visit with a resident on isolation and the risks discussed and documented. Full PPE including medical mask, goggles and isolation gown is required to be worn when in the room visiting.