

Sunnyside Home Visitors Policy, Effective July 12, 2023

Sunnyside recognizes that being able to connect with family and friends is essential to the emotional health and well-being of the people who live at Sunnyside. We are committed to working with residents, family and care partners to support these connections while maintaining a safe environment for residents and staff.

Visiting Guidelines

- Every resident will have the opportunity to have visits
- Consideration will be given to equity (ensuring that residents receive what they need to be healthy and well), equality (ensuring that all residents have access) and safety of residents and staff.

Types of Visitors at Sunnyside Home

- **General Visitors:** visits with a resident for a social reason indoors or outside
- **Essential Visitor:** includes a person performing essential support services (such as food delivery, maintenance or health care services), visiting a very ill or palliative resident, government inspectors, and support workers.
- **Caregiver:** a type of essential visitor. Each resident and/or their substitute decision maker (SDM) may designate caregivers. Caregivers provide direct care and support to the resident, which may include assisting with meals, mobility, personal hygiene, cognitive stimulation and emotional support.

Protecting Yourself and Protecting Sunnyside

Visitors are asked to follow these guidelines:

- Participate in passive screening upon entry and take the time answer each question honestly.
- Monitor for symptoms of COVID-19 and other illnesses and do not visit Sunnyside when you are unwell.

- If a positive result is received on a rapid or PCR test after visiting Sunnyside, visitors are required to notify the Home immediately. Consideration will be made for emergency situations.
- Practice hand hygiene upon entering the building, before exiting and frequently while visiting. Hand sanitizer is available throughout the building.

Mask Policy for Caregivers and Visitors

Surgical masks are provided for all visitors who wish or choose to wear one.

The mask policy is subject to change based on the outbreak status of Sunnyside Home and direction from Public Health and the Ministry of Long-Term Care.

In order to maintain a safe physical distance on the home areas we request that no more than six (6) people visit with a resident in their room at one time. Heritage Hall can be booked for larger groups and special events.

Please contact the Coordinator, Fundraising and Promotional Events at 519-893-8494 extension 6377 to inquire about availability or to book.

Outbreak Protocol:

Even with robust safety measures in place, outbreaks may happen. In the event of an outbreak, Sunnyside Home will follow the direction of Public Health. Here is some guidance on the types of visitors and when they may access the Home:

- **Support Workers:**
 - can visit while not in outbreak
 - can visit when in outbreak
 - can visit when a resident is in isolation
- **General Visitor:**
 - Sunnyside Home will follow the direction of Public Health during outbreaks and when a resident is in isolation. Restrictions on General Visitors will be communicated at that time
- **Essential Visitor and Caregiver:**

- Sunnyside Home will follow the direction of Public Health during outbreaks and when a resident is in isolation. Restrictions on the number of caregivers that can visit will be communicated at that time.

Education Requirements for Visitors

The Home will make available training on how to safely provide direct care, including donning and doffing PPE and hand hygiene.

Education on our visiting policy, IPAC requirements and PPE will be made available and offered to all visitors on our website, sent to those submitting the Caregiver Application Form, and upon request.

- Guidance document entitled [Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#).
- Video entitled [Putting on Full Personal Protective Equipment](#).
- Video entitled [Taking off Full Personal Protective Equipment](#).
- Video entitled [How to Hand Wash](#).

Ending a Visit and Prohibiting Visitors

Sunnyside Home strives to ensure that visits will be a positive experience for the resident and the visitor. Sunnyside Home will end a visit if a visitor fails to adhere to the home's visiting policy, code of conduct requirements or the health and safety requirements.

If the concern continues and negatively impacts the health and safety of the resident or staff, visits may be prohibited.

Questions?

Please contact the Sunnyside COVID Hotline at 519-893-8494 extension 6868 or email Sunnyside@regionofwaterloo.ca.

Thank you for your support!