

Sunnyside Home Visitors Policy, January 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 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.
- **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.
- **Outdoor Visitors:** visits with a resident outside the home for social reasons.
- **Window Visitors and Virtual Visitors:** individuals visiting a resident for a social visit at a window in a dedicated area or virtually on a video call. These visits are scheduled.

Protecting Yourself and Protecting Sunnyside

Visitors are asked to follow these guidelines:

- Participate in active screening and surveillance testing upon entry and answer each question honestly.

- Wear the provided surgical mask as directed as well as other personal protective equipment, if required. Ensure the mask covers the nose, mouth and chin at all times and avoid touching the mask before performing hand hygiene.
- 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.
- Monitor for symptoms of COVID-19 and do not visit Sunnyside when you are unwell.
- Practice hand hygiene upon entering the building, before exiting and frequently while visiting. Hand sanitizer is available throughout the building.
- Practice physical distance of two metres (six feet) between other residents and groups of visitors at all times.
- Visitors may bring food or beverages into the Home to share with a resident. Visitors may only eat or drink in private rooms and designated private spaces. Visitors must keep their mask on at all times in common areas, public spaces and semi-private end rooms separated by a curtain.
- Please refrain from eating or drinking in the Sandhills Café area.
- When in the community, it is recommended that those who visit Sunnyside regularly should practice hand hygiene, maintain physical distance and wear a mask in public spaces.

Mask Policy for Caregivers and Visitors

Wearing a surgical mask is required when visiting Sunnyside Home. **A mask must be worn at all times in all public and shared spaces including in shared rooms with a curtain or half wall at the end of the hallway.**

Masks are strongly recommended when visiting with a resident in designated private spaces but may be removed in the following areas:

- Outdoors including on balconies and in the courtyard

- Private rooms
- Semi-Private rooms with a full wall located in the middle of the hallway
- Designated private spaces when others are not present. These include TV lounges on the home areas with the door closed, the chapel on the main floor when available and the back half of Heritage Hall when it has been booked in advance

Visitors may eat or drink with the person they are visiting in the spaces listed above. If other residents or staff enter the space, visitors must put their mask back on. Personal protective equipment including masks must be worn at all times when visiting a resident in isolation.

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:**
 - there are no limits to the number of general visitors a resident can have while not in outbreak
 - are not permitted during an outbreak

- are not permitted while a resident is in isolation
- **Essential Visitor and Caregiver:**
 - there are no limits to the number of essential visitors and caregivers that a resident can have while not in outbreak
 - depending on the direction given by Public Health during an outbreak, essential visitors and caregivers may visit
 - one caregiver can visit a resident in isolation

Outdoor Visitor:

- there are no limits to the number of outdoor visitors a resident can have while not in outbreak
- outdoor visitors might be able to visit a resident while in outbreak, but this is done on a case-by-case basis
- outdoor visitors cannot visit a resident in isolation
- **Window Visitor:**
 - there are no limits to the number of outdoor visitors a resident can have while not in outbreak
 - window visitors might be able to visit a resident while in outbreak, but this is done on a case-by-case basis
 - window visitors might be able to visit a resident while in isolation, but this is done on a case-by-case basis

Education Requirements for Visitors

Before visiting and to the first visit and annually thereafter, caregivers are required to complete training on how to safely provide direct care, including donning and doffing PPE and hand hygiene.

Prior to the first visit and monthly thereafter, the Home will ask all visitors to verbally attest that they have read the Home's visiting policy in addition to completing the following training resources:

- 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. However, given the risk associated with the spread of COVID-19, Sunnyside Home will end a visit if a visitor fails to adhere to the Homes policy 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 temporarily prohibited.

Questions?

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

Thank you for your support!