

Visiting Highland Wood or Hyland Crest During the pandemic- Updated June 28 2022

Notice: *Highland Wood and Hyland Crest have additional enhanced precautions when outbreaks exist. (See below for enhanced precautions)*

Visiting restrictions may change at any time, without prior notice. If you are feeling unwell, please postpone your visit until feeling better.

Be Prepared

- All Essential Caregivers and Support Workers are required to provide proof of being fully vaccinated against COVID-19 (see definition of fully vaccinated below)
- Complete surveillance swab daily or provide proof of a negative antigen test (See below for frequency of tests)
- Must participate in active screening.
- Review IPAC pamphlet on PPE, hand washing, social distancing, masking requirements prior to entering the LTC home.
- Compassionate exceptions to visitor restrictions are made for those visiting a resident at end-of-life.

While you are here

- Clean your hands often
- Wear a medical mask provided by HHHS
- Maintain two metres (six feet) of physical distancing from all other residents, staff and visitors
- Visit only with the individual you specified on entry

Virtual Visits

Face-time or SKYPE visits are available for family and friends who live out of town, or who are unable to visit in person. Please contact our Activities Department to book an appointment

Highland Wood – (705) 457-1392 extension 2247

Hyland Crest - (705) 457-8629 (cell – call or text)

Swabbing Requirements

Everyone entering the LTC home is required to have a DAILY rapid antigen swab (RAT test).

Highland Wood

The swabbing clinic is open daily from 08:30am – 8:00pm (If no one is present in the clinic please let the screener know you are waiting)

- If you are visiting outside of the swabbing clinic hours you may experience delays as the nursing staff working are responsible for completing the swabs and must prioritize resident care.
- A daily swab is required for EVERYONE entering LTC (staff included)

Hyland Crest

The swabbing clinic is open daily from 6:00am – 6:00pm Monday-Thursday

On Friday, Saturday, Sunday the hours are 6:00am - 4:30pm

- If you are visiting outside of the swabbing clinic hours you may experience delays as the nursing staff working are responsible for completing the swabs and must prioritize resident care.
- A daily swab is required for EVERYONE entering LTC (staff included)

Outdoor Visits

In the nicer weather visitors may choose an outdoor visit.

- Outdoor visits are limited to a maximum of 10 people at a time due to space.
- Active screening and social distancing is required for outdoor visits
- Masking, vaccination, and surveillance swabbing is not required for an outdoor visit (although we do strongly recommend masking and vaccination as an added measure to help keep our residents safe)
- Check in with the screener prior to visit.

Visits

Visitor Restrictions & Precautions

1. Residents may have a maximum of four (4) visitors at a time.
 - **Enhanced Precautions** for COVID-19 Outbreaks
 - When there is a COVID-19 outbreak at Highland Wood or Hyland Crest
 - General Visiting is paused
 - The maximum number of Essential Caregiver Visitors is reduced to two (2) at a time
2. General Visitors DO NOT require proof of vaccination to visit.
3. All **Essential Caregivers, and Support Workers** must be fully vaccinated (2 doses of COVID-19 vaccine), unless they have a valid medical exemption.
4. You must have a negative rapid antigen test prior to your visit, unless your visit is outdoors.
 - All **General Visitors, Essential Caregivers and support workers** must have a negative antigen test each day they visit, prior to entering the LTC home.
 - Compassionate exceptions to visitor restrictions are made for those visiting a resident at end-of-life.
5. Must pass active screening questions before you enter one of our homes

6. Read/Re-read the Infection Control education pamphlet provided at a minimum of once per month
7. Everyone must clean their hands with sanitizer when:
 - Entering the Home
 - Before and after putting on protective equipment
 - As needed - e.g. if hands become soiled or after touching common surfaces like door handles
8. Wear the mask provided while inside the Home. Personal masks are not permitted.
9. Maintain two metres (six feet) of physical distancing from all other residents, staff and visitors
10. You can only visit the individual(s) you specified on entry
11. Infants aged 0 to 12 months are permitted without testing and are not counted towards the visitor limit.
12. Leashed pets are allowed in the home, but, they are not allowed in the dining area. Please connect with the Activation department BEFORE bringing your pet to visit to ensure the proper documentation has been provided.

Travel Restrictions

For International Travel, including to the United States within the past 14 days:

1. Visitors who have traveled outside of Canada within the last 14 days, including to the United States, will be required to show proof of a negative antigen test prior to entering the site. (a negative RAT at LTC swabbing clinic suffices as proof)
2. If the Government of Canada has directed you or any member of your household to quarantine, you will not be permitted to enter the home until the quarantine period has ended.

End-of-Life Visits

All End-of-Life visitors must follow the visitor requirements and travel restrictions above but may exercise the following exceptions.

Visitor Exceptions

1. Support Workers, Essential Caregivers and General Visitors for residents at end-of-life are exempt from regular antigen testing and vaccination requirements.
2. There are no time limits or set visiting hours when a resident is at end-of-life.
3. Children under the age of 14 must be accompanied by an adult and must be able to wear a medical mask for the duration of their visit.

Leave of Absences

Residents leaving the home for absences (medical, compassionate, short term, temporary) will be:

- provided with a medical mask when they are leaving the home
- provided a handout that reminds residents and families to practice public health measures such as masking and hand hygiene when outside of the home
- actively screened upon their return to the home
- Medical, palliative or compassionate absences will not be restricted when a home is in an outbreak

Isolation requirements for day and overnight absences (medical, compassionate, temporary or short term):

- No isolation is required unless the resident has a known exposure to a case or symptomatic person while on their absence (see below). A polymerase chain reaction (PCR) test on day five following the absence.

Residents who go on absences on a daily or frequent basis are required to have a laboratory-based PCR test, on the same day, two times per week (for example PCR test on Tuesday; PCR test on Friday).

If a timely PCR test is not available, two rapid antigen tests (RAT) 24 hours apart may be used as an alternative.

If a resident has a known exposure to a case or symptomatic person while on their absence, they must be treated as a high-risk contact as per the [Ministry of Health COVID-19 COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units](#) (PDF), which would require:

- residents who are up to date with their COVID-19 vaccines to isolate until a PCR test on day five is negative
- residents who are not up to date with their COVID-19 vaccines to isolate for 10 days with a PCR test on day five

Definitions

General Visitors

A general visitor is a person who is not a caregiver and is visiting:

- To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or
- For social reasons (e.g. family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.

General visitors are not permitted if a resident is symptomatic, isolating under droplet and contact precautions, or lives in an area of the home that is in an outbreak.

Dedicated Essential Caregivers

- A maximum of four (4) essential caregivers designated by the resident and/or their substitute decision-maker who is visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).
- At least 18 years of age.
- Designated in writing to the home. The decision to designate an individual as a caregiver is entirely the remit of the resident or their substitute decision-maker and not the home.
- A resident and/or their substitute decision-maker may change a designation in response to a change in the:
 - Resident's care needs that is reflected in the plan of care.
 - Availability of a designated caregiver, either temporary (e.g. illness) or permanent.
- Examples of essential caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.

End-of-Life Visitors

- End-of-Life Visitor exemptions only apply when a resident's condition has deteriorated and is approaching end-of-life. This is generally within 14 days.

Fully Vaccinated for COVID-19

- Individuals must have received 2 doses of COVID-19 vaccine plus 14 days in order to be considered fully vaccinated.

Proof of Vaccination for COVID-19

- COVID-19 Vaccine Certificate (paper or electronic); and
- Photo identification that matches name on immunization receipt.

Vaccination Medical Exemptions

- If you are unable to be vaccinated for a medical reason, an appointment must be made with the Administrator of the Home to review your medical exemption documentation.
- Medical exemption documents must be completed by a physician or nurse practitioner and include:
 - Name and contact information of the physician or nurse practitioner providing the note;
 - Practice logo or letterhead identifying the physician or nurse practitioner;
 - A statement that clearly indicates the medical reason for exemption of being fully vaccinated against COVID-19; and
 - The time period for the medical exemption.