

Social Visitor Guideline: Registered Assisted Living

<p>Site:</p> <ul style="list-style-type: none"> • Environment <ul style="list-style-type: none"> ○ Seniors' Assisted Living sites registered with the Assisted Living Registry -Island wide 	<p>Scope:</p> <ul style="list-style-type: none"> • Audience: registered Assisted Living Site Operators, registered Assisted Living residents, social visitors/potential visitors • Indications: to support decision making process to determine who is a social visitor; to define roles and responsibilities • Exceptions: not intended for use in determining essential visitors
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Background:

As per the Ministry of Health (MOH), visiting restrictions continue to apply to all registered Assisted Living settings in B.C. Providing a single, designated social visitor (social visitor) for each registered Assisted Living resident (resident) is intended to meet the emotional well-being of residents. The negative impacts of visitor restrictions on residents' quality of life needs to be balanced with the protection and safety of all residents.

Registered Assisted Living Operators (Operators) and residents (or substitute decision maker if applicable) should collaborate to identify a potential social visitor for each resident. Based on MOH definitions and criteria, the Operator's responsibility is to evaluate the appropriateness of the proposed social visitor.

Weighing into this decision are current circumstances, including:

- Resident's wishes and understanding of the risk posed by visitors including risk of transmission
- Proposed social visitor's understanding and willingness to abide by details outlined in the Social Visitor Plan, including:
 - Complete screening upon entering site and provide name and contact information
 - Follow site instructions for booking visits in advance
 - Adhere to approved duration and location of visits
 - Adhere to instructions on wearing a medical-grade mask, practice hand hygiene and respiratory etiquette, go directly to and from designated visit location and follow donning and doffing instructions for PPE
 - Maintain physical distancing during visits

Principles

- Assisted Living Operators will implement and comply with [provincial direction](#) with regards to the current visitor policy
- Assisted Living Operators will follow all existing infection control procedures required by the MHO and as outlined in [BC CDC & BC MOH Infection Prevention and Control interim Guidance for Long-term Care and Assisted Living](#)
- Island Health recognizes that family members and friends are key partners in care and play an important role in well-being, comfort and quality of life of residents. Although limiting visits is an important precaution to ensure the safety of all, the risks of loneliness and isolation must be considered
- When there is an active COVID-19 outbreak at a site, social visits will not be allowed
- Ministry of Health “Visitation Interpretation Guidance” must be used to make the determination (see Appendix A”)
- Assisted Living Operators must create and retain a Social Visitor Plan for each resident visited (Appendix B), which will include information on who the social visitor is, where visits will occur, how visits will be booked, visit duration and expected frequency of visits. Social Visitor Plans will be documented and reviewed regularly by the registered Assisted Living operator
- Resident and staff safety at the site remains the priority for each site and should not be compromised by unsafe social visits.
- Operators will support switching to a new single social visitor under extenuating circumstances such as when the current social visitor falls ill or moves away

Social Visiting: Persons under Admission Isolation

In addition to the above considerations, for residents who are self-isolating after admission or hospitalization, social visits are allowed provided that:

- The resident is not considered a person under investigation (i.e. does not present with any symptoms or signs consistent with COVID-19) and is not on isolation for any other pathogen
- The visit takes place only in the resident’s room



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- There are no facility operational constraints limiting the ability for safe visiting to occur

Roles and Responsibilities

Registered Assisted Living Operator's responsibility:

- Per the [Infection Prevention and Control Requirements for Seniors' Assisted Living](#), Operators must have a general site plan for visitors which identifies how many visitors per day, visit location and visiting hours based on operational considerations. The general site plan must be available for the Assisted Living Registry if requested
- Post details about the location and processes for social visiting on their websites and inform residents and visitors in writing/by email
- Work in partnership with the resident to identify a preferred social visitor and develop a mutually agreed upon resident-specific Social Visitor Plan (see Appendix B)
- Provide designated visiting areas such as:
 - Residents' suites
 - Outdoor location dedicated to visiting (seasonally when weather permits)
 - Indoor designated location (common areas)
- When a request for designated social visitor status is denied, Operators must inform the resident and potential visitor of their decision and reasons, and document and retain information regarding a Non-Visit Decision on the resident's care plan (see Appendix C)

Designated Social Visitor's responsibility:

- Complete screening questions and provide contact information for contact tracing purposes
- Perform hand hygiene, respiratory etiquette as needed, follow physical distancing practices and don, doff and dispose of medical-grade mask as directed
- Go directly to the resident being visited and exit facility directly after visit
- Follow the mutually agreed upon Social Visitor Plan
- Visits will be limited to one visitor per resident within the facility at a time
- No children under 14 (unless exception granted on an individual basis by site leadership)

Non-Visit Decisions:

Anyone with questions or concerns about a social visiting decision, is encouraged to speak to the Assisted Living Operator at the time of the concern.

Visitors can request an immediate review of any decisions made related to visitor status

- See [Visitor Appeal and Review Process for Essential and Social Visits](#)

Residents, visitors or potential visitors may contact the Island Health [Patient Care Quality Office](#) to provide feedback regarding any decision regarding visitors if concerns are not resolved at the local level.

Residents and their families may contact the [Assisted Living Registrar](#) to register a complaint about a decision regarding visitors.

Persons/Groups Consulted:

Medical Health Officer, Communicable Disease Nurse, Infection Control and Prevention Practitioners, Long-term Care Executive Leadership, Community Access Leadership, Long-term Care Clinical Experts, LTC/AL COVID-19 Practice Council, Long-term Care Visitor Advisory Committee, Patient Partners, Home Health Strategy

Resources:

1. [Office of the Provincial Health Officer – Orders and Notices](#)
2. [Ministry of Health-Overview of Visitors in Assisted Living and Seniors' Assisted Living](#)
3. [Island Health Framework for Essential Visits](#)
4. [Assisted Living Registry](#)
5. [Palliative End of Life Care Essential Visits](#)
6. [Island Health Patient Care Quality Office](#)



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Appendix A: Visitation Interpretation Guidance

This guidance is intended to enable culturally safe person-centered care and outline expectations regarding social visits in registered Assisted Living settings

Guidelines for Social Visits

Statement	Application
During an active COVID-19 outbreak, social visits will not be allowed	<ul style="list-style-type: none"> • Visitors should receive advance guidance on the process and guidelines for social visits including expected changes in the event of an outbreak • Operators will identify details about the location(s) and processes for visiting and make this information readily available to residents and their visitors • For outside and common-area visits, Operators will ensure adequate signage and mark suitable locations as needed to support a safe and successful visit
Visits are limited to a single designated social visitor per resident	<ul style="list-style-type: none"> • A visitor list should be maintained to manage social visits and allow for contact tracing if necessary • Operators must complete and retain a Social Visitor Plan for each resident who wants one • Operators will support switching to a new single designated social visitor under extenuating circumstances, such as when the single designated visitor falls ill or moves away
Assisted Living Registrants will make every effort to ensure adequate time and space for meaningful social visits between residents and their designated visitor	<ul style="list-style-type: none"> • Duration of visit(s) will be determined between the resident, visitor and the facility to ensure individual needs and circumstances are accommodated to support meaningful social visits • Operators are expected to provide each resident with regular opportunities to engage in social visits
Residents will meet with their visitor in the pre-determined visiting location. Possible key locations for social visits are: 1. Outdoor location (seasonally where weather permits) 2. Individual resident suite 3. Indoor common area (designated by operator)	<ul style="list-style-type: none"> • Visit location should be determined at time of booking • Outdoor visits are preferred, weather permitting, and site-specific, based on ability to adhere to physical distancing • Where residents share suites with spouses, visitor considerations must take into account the needs and requirements of everyone in the shared room. Both spouses and residents may have a social visitor but visits may not occur concurrently and surfaces and furniture must be cleaned between visitors • Operators must ensure surfaces and furniture are cleaned after visits in indoor common areas (designated for visiting), before use by other residents and/or their visitors



Appendix B: Social Visitor Plan

REGISTERED ASSISTED LIVING SOCIAL VISITOR PLAN – Page 1 of 2
(Site Operator or delegate completes and retains this form, copy provided to Greeter)

ASSISTED LIVING RESIDENT	
Resident Name and Room Number	
APPROVED SOCIAL VISITOR (Residents may have one single designated social visitor)	
Social Visitor Name	
Contact Information	
VISIT SCHEDULE	
Visitation Plan Start Date:	
Review/End Date:	
Agreed upon visit location:	
Agreed upon booking process (advance booking required):	
Agreed upon visit duration:	
Expected frequency of visits (weekly visits encouraged):	
MUTUAL AGREEMENT	
Plan reviewed with visitor on ____/____/____ (DD/MMM/YYYY)	<input type="radio"/> In person <input type="radio"/> Telephone <input type="radio"/> Other _____
Plan reviewed with resident on ____/____/____ by (DD/MMM/YYYY)	<input type="radio"/> Site Operator <input type="radio"/> Social Visitor
_____ Signature of Site Operator	_____ (DD/MMM/YYYY)
_____ Signature of Designated Social Visitor	_____ (DD/MMM/YYYY)

Owner: Sarah Westgate, AL

Date/Time Issued: 2021/FEB/02

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REGISTERED ASSISTED LIVING SOCIAL VISITOR PLAN – Page 2 of 2

(Site Operator or delegate completes and retains this form)

ASSISTED LIVING RESIDENT	
Resident Name and Room Number	
REVIEW RECORD	
Date:	Update(s): Site operator or delegate has consulted and communicated changes with resident and designated social visitor: <div style="text-align: right;">_____</div> Signature of Site Operator or Delegate
Date:	Update(s): Site operator or delegate has consulted and communicated changes with resident and designated social visitor: <div style="text-align: right;">_____</div> Signature of Site Operator or Delegate
Date:	Update(s): Site operator or delegate has consulted and communicated changes with resident and designated social visitor: <div style="text-align: right;">_____</div> Signature of Site Operator or Delegate
Date:	Update(s): Site operator or delegate has consulted and communicated changes with resident and designated social visitor: <div style="text-align: right;">_____</div> Signature of Site Operator or Delegate

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Appendix C: Non-Visit Decision

REQUEST DENIED FOR DESIGNATED SOCIAL VISITOR STATUS – Page 1 of 1

(Site Operator or delegate completes and retains this form)

ASSISTED LIVING RESIDENT	
Resident Name and Room Number	
NON-APPROVED SOCIAL VISITOR	
Name	
Contact Information	
Connection to Assisted Living resident	
REASONS FOR NON-VISIT DECISION (complete all sections that apply)	
Resident has chosen a different social visitor already (provide name):	
Resident does not wish to receive visits from this applicant (indicate how this was communicated to operator):	
Potential social visitor does not wish to visit:	
Potential social visitor declines to adhere to safe visiting requirements:	<ul style="list-style-type: none"> <input type="radio"/> Book appointments in advance <input type="radio"/> Comply with screening process <input type="radio"/> Leave name and contact information with greeter <input type="radio"/> Wear medical grade mask <input type="radio"/> Maintain physical distance with resident during visit <input type="radio"/> Adhere to hand hygiene, respiratory etiquette and donning and doffing PPE requirements <input type="radio"/> Go directly to and from approved visit location <input type="radio"/> Adhere to approved visit duration
COMMUNICATION OF NON-VISIT DECISION	
Decision reviewed with potential visitor on ____/____/____ (DD/MMM/YYYY)	<ul style="list-style-type: none"> <input type="radio"/> In person <input type="radio"/> Telephone <input type="radio"/> Other
Decision reviewed with resident on ____/____/____ by (DD/MMM/YYYY)	<ul style="list-style-type: none"> <input type="radio"/> Site Operator <input type="radio"/> Social Visitor
_____ Signature of Site Operator	_____/_____/_____ (DD/MMM/YYYY)

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