

To: **Clients, Families and Friends**  
CC: **Staff and Board of Directors**  
From: Sherry Kerr, Executive Director  
Date: October 19, 2022  
Re: New Visitor Guidelines – Bell Lane and Stedman House

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Hi everyone:

As you may be aware, the visitor policies in Long Term Care Homes and Congregate Living settings were updated earlier in October.

The advice from the Ministry suggests that homes revert to their former visitor policies. Attached you will find our revised visitor policies, which we hope will enrich our residents and family lives but also maintain a healthy and safe environment for all.

The essence of the change is the ability for family members to visit in the bedroom during appropriate times. The new policy requires visitors to wear a mask when visiting inside the building where other residents and staff are present and encourages visitors to wear masks when visiting outdoors or in a family member's bedroom.

The new policies will increase the risk of a COVID outbreak – and a COVID outbreak will mean residents will be confined to their room. Staff will be required to stay at home for 10 days if they test positive. This will put a considerable strain on the care we are able to provide to your family member. Therefore, I ask that visitors remain vigilant about wearing mask when visiting.

Remember, if you are not feeling well in anyway, PLEASE do not visit. Please also do not visit if you have been a close contact to someone who is positive for COVID or if you have tested positive for COVID in the last 10 days.

The staffing crisis remains precarious and there are still many COVID cases within the community.

The new visitor manual is available on the website and at the front doors. Please support the staff in keeping your family members who live at PSS, staff, and all our families healthy and safe from all contagious elements, including COVID this Fall/Winter.

Please feel free to reach out to me [skerr@pssbrantford.org](mailto:skerr@pssbrantford.org) at any time with any questions or concerns.

With Regards,  
Sherry R. Kerr, Executive Director

## **Bell Lane and Stedman Visitor's Handbook**

We understand the important role that visits from family and friends play in supporting the wellbeing of the residents at Participation Support Services. Notwithstanding the importance of these visits, in these times we must also be aware that visitor-borne illness and infection have the potential to result in serious illness or death of our residents and/or staff.

Therefore, it is vital that family and friends understand and follow all policies and procedures for the resumption of visits. A copy of this handbook will be available at the front entrance at each location and will be provided to each visitor at their first visit.

Participation Support Services' visitor handbook has been adapted from guidelines set forth in the Ontario COVID-19 guidance document for long-term care homes.

### Nobody is permitted to visit if they:

1. Have, in the past ten days, had any symptoms (unrelated to a pre-existing condition) consistent with the case definition of COVID-19:
  - Fever or chills, cough or barking cough, shortness of breath, decrease of smell or taste, muscle aches/joint pain, fatigue, sore throat, runny or stuffy/congested nose, and
  - Have not since tested negative on a PCR test.
2. Have, in the past ten days, tested positive for COVID-19 on a rapid antigen test or PCR test
3. Have, in the past ten days, had close contact with someone who has tested positive for, or has the symptoms (see above) consistent with COVID-19.

### All visitors must:

1. Prearrange their visits with the Manager (or designate) of the site:
  - Bell Lane [lflores@pssbrantford.com](mailto:lflores@pssbrantford.com)
  - Stedman House – 519-759-5520
2. Upon arrival visitors will be met at the main entrance and asked to complete the screening tool.
3. Clean their hands (with an alcohol-based hand sanitizer) when entering and leaving out facilities. <https://www.publichealthontario.ca/en/Videos/I/2020/IPAC-Handrub>
4. Practice physical distancing from all residents and staff (2 metres/6 feet apart).
5. Wear a medical mask when in common areas of the home and a cloth mask when visiting outdoors. It is permissible to remove your mask when in a private room with the person you are visiting if no other residents or staff are present.
6. Visitors will be directed to the visiting area:
  - Outdoor at Bell Lane – Front entrance at bench
  - Indoor at Bell Lane – The ILC kitchen, board room, involvement centre (if unoccupied)

- Outdoor at Stedman – The gardens behind the home, the deck (when accessible)
  - Indoor at Stedman – Inside your family member’s room. Visitors are not permitted in any other area of the building (e.g., kitchen, dining room)
7. Self-monitor for symptoms

Staff will:

1. Will monitor for compliance with the rules and will document each visit in the resident record.
2. Will ensure that all areas of the visit are cleaned after each visit and before the next visitor arrives.

Visitors will be asked to leave if they do not follow the direction provided by staff. Staff will not tolerate non-compliance and will call 911 for support if required. Noncompliance with visitor rules will also result in the suspension of further visits.