

Bell Lane and Stedman House
Visitor's Handbook Outdoor and Indoor

We understand the import 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.

All visitors must:

1. Be actively screened (including temperature checks) at time of visit – (screening tool enclosed)
2. Must clean their hands (with alcohol-based sanitizer) when entering and leaving our facilities – (PHO fact sheet enclosed)
3. Practice physical distancing from all residents and staff (2 meters/6 feet apart always) – (PHO fact sheet enclosed)
4. Provide and Wear their own mask at all times (Cloth mask if visiting outdoors/surgical mask if visiting indoors) – for the duration of the visit – (PHO fact sheet enclosed)
5. INDOOR visitors must verbally attest to staff that they have been tested negatively for COVID-19 within the previous two weeks and not subsequently tested positive.

It is understood visits will only be permitted when there is no suspected or confirmed case of COVID-19 at the site or any other type of outbreak as per the Brant County Health Unit.

Participation Support Services will continue to provide support with virtual and window visits as able.

Any resident in isolation due to recent hospitalization or another infection will not be permitted in-person visits.

It is also understood that at any time Management may not accept visitors due to compromised staffing levels, inadequate supply of PPE or any other situation that may arise that might interfere with the safe operation of the Agency.

Management will contact visitors if visits must be cancelled or rescheduled.

Phase 2 Visiting – July 22nd, until the State of Emergency has been lifted and/or other direction is received from the Ministry of Health

1. Visitors must follow the basic provisions of the infection control practices above
2. Visitors must pre-arrange their visits with the Manager of the site (Bell Lane – lflores@pssbrantford.org ; Stedman – ashinder@pssbrantford.org)
3. Visits will be scheduled for 30 minutes at a time
4. Residents are allowed two visitors at a time once per day
5. Upon arrival all visitors will met at the main entrance and asked to complete the screening tool, have their temperature checked

6. Indoor visitors will attest to a negative COVID-19 test within the last 14 days
7. Visitors will be provided with hand sanitizer
8. Visitors will be directed to the visiting area
 - a) Outdoor at Bell Lane – front entrance at bench
 - b) Indoor at Bell Lane – after screening be directed to the staff door at back to enter; visits will be held in the Director of Marketing Fundraising and Volunteers office. Visitors are not allowed in any other area of the building
 - c) Outdoor Stedman – on the back deck
 - d) Indoor Stedman – in their family member's bedroom – Visitors will not be allowed in any other area of the building
9. If visitors at any time do not follow the direction of the staff and do not remain in the visiting area – they will be asked to leave immediately.
10. Staff will not tolerate non-compliance and will call 911 for support if required
11. Noncompliance with Visitor Rules will result in the suspension of further visits.
12. Staff on duty will ensure compliance of the visit and will document each visit in the resident record
13. Staff will ensure all areas of the visit are cleaned after each visit and before the next visitor arrives

PHASE 3 – Resident Absences

Short Stay Absence: Is defined as a healthcare related, social or other reason to leave the home. It does not include any overnight absences, with the exception of single night emergency room visits.

Temporary Absence: Is defined as leaving the home's property for one or more nights for personal reasons.

As of September 5th, 2020, Participation Support Services will work to accommodate Short Stay Absences. Due to the fact that residents returning from temporary absences must be isolated for 14 days following their return to the home, Participation Support Services will only grant temporary absences under extraordinary circumstances.

To minimize the risk to our residents and staff, Management cannot approve short-stay absences to attend congregate programming in the community, until deemed safe to do so. We recognize that this is a hardship for residents and have been working with our community partners to enhance programming at Bell Lane.

The following principles for moving forward with short stay absences and temporary absences:

- Participation Support Services' priority is the health and safety of residents their families, and staff members and we wish to minimize the risk of exposure to/transmission of COVID-19.
- Management, at its sole discretion, may deny approval for a short stay or temporary absence due to compromised staffing levels, inadequate supply of PPE or any other situation that might arise that has the potential to interfere with the safe operation of the Agency.

Guidance for Short Stay Absences:

1. Short stay absences will only be permitted when there are no suspected or confirmed cases of COVID-19 at the site.
2. Short stay absences will not be permitted at a location that has a suspected or confirmed case of COVID-19.
3. Any resident in isolation due to recent hospitalization or another infection will not be granted any short stay absences for the duration of the isolation period.
4. Residents leaving for a short stay absence will be screened, with temperature check, prior to leaving and upon their return to the home.
5. Residents who leave with a person other than a screened staff member on duty, must have the person they leave with screened prior to leaving and upon return to the home (other than via approved transportation – local taxi, Brantford Lift, medical transfer).
6. When at all possible Participation Support Services will provide transportation via the agency van(s).
7. Residents must wear a medical mask, and their escort/companion a medical or cloth mask for the duration of their absence (other than when eating), and must practice proper hygiene, hand hygiene and maintain physical distancing when at all possible.
8. If Participation Support Services denies a request for a short-stay absence, management will discuss the rationale for the decision with the resident/family member.
9. To promote the continued well-being of all residents while reducing the risk of transmission of COVID-19, Participation Support Services will continue to provide support with virtual and window visits in the designated areas.

Guidance for Temporary Absences:

1. A plan for the temporary absence must be discussed with the management of the location.
2. Temporary absences will only be permitted when there are no suspected or confirmed cases of COVID-19 at the site.
3. Temporary stay absences will not occur at a location that has a suspected or confirmed case of COVID-19.
4. Any resident in isolation due to recent hospitalization or another infection will not be permitted temporary absences for the duration of the isolation period.
5. Residents leaving for a temporary absence will be screened with temperature check prior to leaving and upon their return to the home.
6. Residents who leave with a person other than a screened staff member on duty, must have the person they leave with screened prior to leaving and upon return to the home (other than via approved transportation – local taxi, Brantford Lift, medical transfer).
7. When at all possible Participation Support Services will provide transportation via the agency van(s).
8. Residents must wear a medical mask, and their escort/companion a medical or cloth mask for the duration of their absence (other than when eating), and must practice proper hand hygiene and maintain physical distancing when at all possible.
9. Residents returning from a temporary absence must self-isolate for a period of 14 days.
10. If Participation Support Services denies a request for a temporary absence, management will discuss the rationale for the decision with the resident/family member.

11. To promote the continued well-being of all residents while reducing the risk of transmission of COVID-19, Participation Support Services will continue to provide support with virtual and window visits in the designated areas.

