

## COVID-19 Safe Visitation Policy

Policy #:  
**02.603.90**

Initial Approval Date:  
**2020/08/07**

Section:  
**Safety Culture**

Updated and Approved On:  
**2021/05/06**

Applies To:  
**Wing Kei Community Care, Wing Kei Long Term  
Care, Wing Kei Supportive Living**

Approved By:  
**Chief Executive Officer, Director of Care, Director  
of Finance and Hospitality**

### POLICY STATEMENT

Public Health has indicated that individuals over 60 years of age and those with pre-existing health conditions are most at risk of severe symptoms from COVID-19. One of the key measures for protecting residents and staff in congregate living settings against COVID-19 exposure is limiting the number of people on site at any one time.

The optimal health and safety of our residents and staff remain a top priority for Wing Kei during the COVID-19 pandemic, and we are committed to working collaboratively with our residents and their families, and staff to maintain a safe and healthy COVID-free home and work environment.

In response to the recent CMOH Order 16-2021 by the Alberta government, Wing Kei has established expectations and process for Safe Visitation. The intent of the CMOH's guidance is to protect the health and safety of residents and staff in facilities while ensuring safe and meaningful connection with the persons that support them.

Wing Kei's policy and approach to safe visitations has been developed from a collective assessment of risk tolerance through ongoing consultative discussions with residents, families, and staff, while considering any limitations within Wing Kei's settings. Wing Kei will continue to act in accordance with evolving provincial directives, while remaining community focused and flexible to the changing needs of our residents and families, staff and organization.

All employees, residents, families, and other visitors are required to comply with this policy and any supporting processes, as identified by management. Together, we will work to prevent the spread of COVID-19 and to ensure the safety and health of all who live, work, and visit within our facilities.

### PURPOSE

This policy outlines operational requirements as mandated by the Government of Alberta, and Wing Kei's expectations and approach to address Safe Visitation during the COVID-19 pandemic.

### SCOPE

This policy is based on the current Alberta Health CMOH Order 16-2021, which rescinds the previous CMOH Order 29-2020.

This policy applies to all Wing Kei Care Long Term Care and Supportive Living sites.

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Compliance with this policy is required by the following groups: Wing-Kei employees; students; volunteer; other persons acting on behalf of Wing Kei (including contracted service providers, as necessary); and Wing Kei residents, alternate/legal decision maker(s), families, designated family/support person(s), and visitors.

### **ACCOUNTABILITY**

Wing Kei's Senior Operating Team will ensure this policy and supporting processes are implemented, and regularly communicated to residents and their families/alternate decision maker and designated family/support persons, staff, other visitors, at implementation and after any changes.

This policy and accompanying processes will be monitored for compliance, and reviewed regularly during the Covid-19 pandemic, and when site circumstances change, or when residents/families indicate the need to re-evaluate.

Consultation with residents and/or their family/alternate decision maker will be done with consideration of Wing Kei's context, and with the feedback of management and staff, to ensure the health and safety of all who live, work, and visit within our community.

### **ELEMENTS**

#### **A. STAFF & VISITOR RESPONSIBILITIES**

1. Visits must be centrally coordinated ahead of time (pre-scheduled) as determined by Wing Kei and the resident/family.
2. Staff will verify (i.e., confirm the identity and designated status) of all persons upon entry into any Wing Kei facility.
3. Staff will conduct the required *Health Assessment Screening* on every person upon entry to any Wing Kei facility.
4. Staff will provide the relevant information to ensure visitors are aware of potential risk factors, and Wing Kei's safe visiting requirements, practices, and restrictions upon entry.
5. Residents and visitors must adhere to [Safe Visiting Practices](#), and related site policies.

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6. Visitors must have proper Personal Protective Equipment (PPE) and know how to use before visiting with residents. Staff will assess proper PPE usage and provide instructions.
7. Residents, visitors, and staff are required to wear a mask continuously indoors and outdoors. The continuous masking requirement is non-negotiable; all visiting persons must appropriately wear a mask and understand Safe Visiting Practices.
8. Visitors must adhere to their responsibilities upon entry into any Wing Kei facility, as instructed by staff, and self-check for symptoms throughout their visit.
9. Visitors will be required to proceed directly to their expected visit location and only visit with the resident(s) they are supporting.
10. Visitors must notify WK of any symptoms that arise within 14 days of visiting with a resident.
11. Wing Kei reserves the right to refuse entry if there is reason to believe an individual is not abiding by these responsibilities.

### **B. BETWEEN RESIDENTS VISITATION**

1. Residents may visit with each other under certain conditions; i.e., residents who are not required to isolate or quarantine are permitted to visit indoors with other non-isolating or non-quarantining residents of the same site.
2. Visits between residents may be in a resident room or in a designated shared space.
3. Wing Kei will not restrict resident access to outdoors who are not required to isolate or quarantine. When desired, residents will be supported to spend time outdoors and have outdoor visits while observing physical distancing requirements.
4. Wing Kei encourages residents to stay on site during the pandemic. If residents choose visits that go beyond site property, they are expected to follow added responsibilities (as per section F – Extended Visits), in addition to Wing Kei's existing policy and process for leaves.

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### C. DESIGNATED FAMILY/SUPPORT PERSONS ACCESS

1. Wing Kei recognizes and supports all designated family/support persons (DF/SP) as essential to maintaining each resident's mental and physical health during the COVID-19 pandemic.
2. Wing Kei will work with residents/alternate decision-maker (ADM) to confirm up to four DF/SP per resident. The resident or the DF/SP may identify a temporary replacement, where needed, to continue with resident support.
3. Wing Kei will maintain a current list of DF/SP for verification purposes upon entry.
4. Wing Kei will confirm a standing visitation schedule (consistent week after week) with each DF/SP based on resident needs and preferences and availability of DF/SP.
5. The DF/SP will have indoor and outdoor in-person access to the resident and will not be overly restricted in their access to the resident(s) they support; however, conditions of access will still be determined by Wing Kei's risk tolerance assessment and site limits.
6. During an outbreak situation, Wing Kei will work with residents and their DF/SP to ensure presence is maintained, if so desired, while reserving the right to respect organizational context and limitations (e.g., location of visits, scheduling changes) that may be required to prevent further spread.
7. If the visit is intended to be in a designated shared space, the DF/SP may be subject to restrictive pre-arranging or scheduling requirements (including duration or frequency) to ensure Wing Kei can fairly meet the needs and preferences of all residents/families.

### D. OTHER VISITORS ACCESS

1. Extenuating Circumstances:
  - 1.1. Extenuating circumstances are as follows:
    - ❖ End of Life (i.e., last 4-6 weeks, except in hospice)
    - ❖ Pressing circumstance (i.e., due to medical, social, spiritual crisis)
    - ❖ Significant change in health status (i.e., including financial or legal matters or family crisis)

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- 1.2. Wing Kei will permit other family members to visit with the resident during extenuating circumstances. Visitors must still coordinate all visits, in discussion with and under conditions, as determined by Wing Kei.
  - 1.3. These visits will be limited to the maximum 4 persons at one time, space permitting for physical distancing.
  - 1.4. In the case of End of Life, if all persons are from the same household, then no maximum limit, and visitors will not be subject to the same duration or frequency limits in place to manage visitors.
2. Social Visitors (including accompanied minors):
- 2.1. Will be supported if desired by majority (51%) of responding resident population.
  - 2.2. Social visits are subject to indoor and outdoor visit requirements.
  - 2.3. Wing Kei may temporarily restrict in-person social visits during an outbreak where threat of COVID-19 is imminent. Virtual visits will continue for all family and friends.

### E. INDOOR & OUTDOOR VISITS

1. Wing Kei will continue to work with residents and families to develop safe limits and a method of scheduling visits in shared spaces to achieve an optimal balance, such as: meeting individual health needs, ensuring protection and safety, and a fair and equitable process for all residents; while considering collective risk tolerance, site limitations and changing circumstances.
2. All residents and visitors will be expected to adhere to the following visitation restrictions for resident room and shared space use.
  - 2.1. Visitors present at any one time in resident room or semi-private room must be from the same household.
  - 2.2. In semi-private room, visitors must adhere to social distancing from the other resident and the other resident must first consent to allow in-room visits.

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- 2.3. The DF/SP, if present, must socially distance if not from the same household.
3. Wing Kei will designate suitable indoor and outdoor space(s) for visits with signage.
4. Designated Indoor Spaces (not care areas)
  - 4.1. Up to four people at one time (not including resident):
    - 4.1.2. Designated Family/Support Person(s); and/or
    - 4.1.3. Visitor(s) - change in health status or pressing circumstances
    - 4.1.4. Visitors present at any one time must be from the same household
  - 4.2. Up to four people at one time in End-of-Life circumstances, unless all persons are from the same household in which case there is no maximum.
    - 4.1.1. Designated Family/Support Person(s); and/or
    - 4.1.2. Visitor(s)
5. Shared Care Area (where direct care is provided)
  - 5.1. One designated family/support person at a time only
6. Designated Outdoor Spaces
  - 6.1. Up to ten people (including the resident) per grouping, space permitting, and only if social physical distancing can be maintained. Wing Kei will continue to work with residents and families to determine a fair and equitable process.
  - 6.2. Outdoor visitors, other than the DF/SP, will be required to remain outdoors at all times (i.e., entry to the site will not be permitted), unless otherwise indicated by Wing Kei.

### F. EXTENDED VISITS

1. Wing Kei recognizes that extended visits may take place due to resident request and/or during extenuating circumstances (i.e., as identified in section D.1 and as defined in this policy). Residents and families must recognize their added responsibilities with these types of visits as follows:

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- 1.1. Off-site outings <24 hours – not required to isolate, unless the resident fails the Health Assessment Screening.
  - 1.2. Off-site outings >24 hours – must isolate for 14 days upon return.
  - 1.3. Off-site Overnight Stays - residents may leave for recreational extended stays (over 24 hours) offsite, when desired. Residents who are immunocompromised or medically fragile should involve their care team, physician at-home supports, and alternate decision maker (ADM) to make the decision.
  - 1.4. On-site Overnight Stays - In extenuating circumstances, when requested and where feasible, Wing Kei may accommodate an over-night stay with one (1) or more DF/SP and/or other visitors. Residents and visitors will be required to follow Wing Kei process to ensure a safe overnight visit on-site.
2. During an outbreak situation, if residents are wanting to leave Wing Kei's facility, the resident/family/alternate decision maker (ADM) should contact the resident's Care Coordinator to discuss further, and refer to the AHS *COVID-19 Guidance Resident Leave of Absence* document, as per Wing Kei's family update #8.

### G. RESTRICTED ACCESS

1. Wing Kei reserves the right to implement restrictions on visits (i.e., duration and frequency) when there are no other reasonable options available to ensure optimal health and safety of residents and staff.
2. Wing Kei reserves the right to temporarily restrict access in situations where a risk tolerance assessment indicates increased risk of exposure to COVID-19, such as: an increase in local community COVID-19 cases, confirmed site outbreak, or other situations that may limit the ability of our facilities to safely have more people on site.
3. Criteria for restricted access is based on the site risk tolerance assessment, and in consultation with the zone Medical Officer of Health (MOH), Alberta Health Services Communicable Disease Control (CDC), or MOH Designate.

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4. Restrictions/limits will be communicated to the resident, DF/SP, family and/or ADM; alternative options may be provided, where feasible, and will be done in consultation.
5. Wing Kei will re-evaluate any restrictions within 14 days of implementing.
6. Wing Kei will continue to support virtual connection for residents when access is restricted or the physical presence of the DF/SP is not possible.
7. Wing Kei reserves the right to restrict access to non-complying persons.

### H. CONCERNS/COMPLAINTS

1. Wing Kei will work with the resident and DF/SP(s) to address any concerns that arise regarding our policy and process for safe visiting, and the interpretation and implementation of the CMOH order.
2. Wing Kei encourages the resident and their families/ADM to address any concerns or issues directly with staff. If there are still unaddressed concerns/issues, they may seek to resolve them with the unit/facility level management, then with organizational level management.
3. Refer to policy 03.306.00, [Resident Feedback and Concerns Policy](#).
4. Wing Kei will document all disputes according to our existing concern/ complaints processes as determined by provincial standards.

### DEFINITIONS

**Designated Family/Support Persons (DF/SP)** – as defined by Alberta Health, these may be may be a family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), power of attorney/trustee, agent, legal guardian, or any other person identified by the resident or alternate decision maker.

**Risk tolerance (in the context of the CMOH Order 16-2021)** - is the ability of a site, as an entity (i.e., physical accommodation and the collective of residents and staff), to accept increased potential of exposure to COVID-19 to inform situations where restricted access may be necessary and where

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more visits (e.g., social) are desired. Risk tolerance is fluid (i.e., is not constant; will continuously change) and will depend on many factors, as outlined in the Risk Tolerance Assessment.

**Accompanied Minor** – for visitors of continuing care facilities, Alberta Health Services has stated that children under age 18 may visit if accompanied by an adult.

### **RELATED DOCUMENTS**

- [Resident Feedback and Concerns Policy](#)
- [Alberta Health COVID-19: Operational and Outbreak Standards \(CMOH\)](#)

### **REFERENCES**

Alberta Health (April 26, 2021). Record of Decision – CMOH Order 16-2021 which rescinds CMOH Order 29-2020 Re: 2021 Covid-19 Response. Retrieved from:  
<https://open.alberta.ca/dataset/a410e296-5901-4623-9d26-b2e4d5d18238/resource/1f641c33-cdb0-4ea5-b86a-bb4e1e8b8ba1/download/health-cmoh-record-of-decision-cmoh-order-16-2021.pdf>