

Designated Family/

Support Persons:

Education Booklet



We are so excited to have you as a designated family/ support person. We understand how essential it is for our resident's mental and physical health to have meaningful interactions with their loved ones.

In this short booklet, we will review some important details you must be aware of prior to your visit. As a designated family/ support person, you hold a unique role and responsibility in ensuring the safety of yourself and your loved one, as well as other residents and staff.

After reading through this booklet and understanding this material, it is expected that you will adhere by the precautions as outlined. If you have any questions, please clarify them before your visit.



Risk Assessment- Facility Level

Each site has unique risks, depending on its residents and building design. Some factors that increase the risk for COVID-19 infection and spread are:

- Large number of residents aged 80 and up
- Resident frailty and illness
- Shared bedrooms or bathrooms, and large common areas

Based on the demographic and building layout of Allen Gray continuing care, along with feedback from residents, families and staff, we have identified ourselves to have a low-risk tolerance. This means we have many factors that make our facility at an increased risk for COVID-19 infection and spread.

As a low-risk tolerance facility, it is imperative that all individuals visiting Allen Gray :

- Understand the risk of exposure to COVID-19 (for self and others)
- Follow all related site policies and public health measures that are in place
- Remain vigilant in protecting themselves and others, both while in the facility and off site.



Risk Assessment- Individual Level

As a designated family/support person, it is important to assess your own risk. Look back on your activities over the past 14 days to assess whether you could have been exposed to COVID-19. Below is some examples of lower-risk visitors vs. higher-risk visitors. It is encouraged that higher-risk visitors do not visit, or change their risk habits.

Lower-risk visitors	Higher-risk visitors
<input type="radio"/> Visit only one site per day	<input type="radio"/> Visit more than one site per day
<input type="radio"/> Work from home	<input type="radio"/> Work outside the home
<input type="radio"/> Have infrequent outings, mostly outdoors	<input type="radio"/> Have frequent social outings, many indoors
<input type="radio"/> Consistently maintain 2 metres of distance	<input type="radio"/> Can't maintain 2 metres of distance at work
<input type="radio"/> Wear mask during outings	<input type="radio"/> Don't wear mask during outings or at work
<input type="radio"/> Small social 'bubble' of the same people	<input type="radio"/> Large social circle
<input type="radio"/> Social circle uses masks	<input type="radio"/> Social or work circle doesn't use masks
<input type="radio"/> No guests in home for past 14 days	<input type="radio"/> Guests in the home in past 14 days
<input type="radio"/> Consistent hand washing	<input type="radio"/> Inconsistent or infrequent hand washing
<input type="radio"/> Use private vehicle	<input type="radio"/> Use public transportation or car pooling
<input type="radio"/> No recent travel	<input type="radio"/> Recent travel
<input type="radio"/> Members of the household have the above patterns.	<input type="radio"/> Members of the household have the above patterns.

What to Expect When You Come for Your Visit

- Prior to your visit, you are required to review the Visitation Agreement provided to you by Allen Gray (*see Appendix A*). It is important to understand your role and responsibility as a designated family/support person. Each designate will be required to sign an agreement at your first visit.
- Upon entering Allen Gray for your scheduled visit, you will enter the front doors. You and any visitor with you will be screened each visit, according to the screening document (*see Appendix B*). This includes answering a number of questions, as well as a temperature check. Anyone with symptoms or recent exposure to COVID-19 will not be permitted to proceed with their visit.
- Once you have passed screening, you are required to sanitize your hands, and put on a surgical mask



provided. Staff will assist you in demonstrating how to properly wear it. This mask must:

- Be worn over the mouth AND nose
- Be worn continuously throughout your visit. This means no eating or drinking.

You will then use the visitor log to sign in. You can then proceed:

- Directly to the resident's room, if they are in a private room
 - To the designated indoor space, if they are in a semi-private room.
- Please DO NOT enter other resident rooms or common areas. During

your visit you must remain in the resident room or designed indoor space provided and will not have access to a washroom.

- If your loved one is newly admitted (within 14 days) or on isolation precautions, you will see a isolation sign on their door. A staff member will demonstrate how to properly put on the necessary personal protective equipment (PPE) before you enter the room. You must wear this PPE the entire duration of your visit. This may include gown, gloves, and goggles/face shield, depending on the precautions needed.
- Drinks or food that are brought for residents only and should not be exchanged between the resident and the visitor.
- Visitors may not visit if feeling unwell (cough, sneezing, runny nose, difficulty breathing, sore throat, fever, pink eye or any other symptoms of illness).

Safe Touch

The risk of transmission of COVID-19 increases with close proximity. If a resident and their designated family/ support persons or visitors understand this and they wish to include physical touch in their visits, this may be done by following the additional guidance:

- Stop close contact with the resident and inform staff immediately if the resident becomes symptomatic during the visit.
- Perform hand hygiene both before and after direct physical contact with the resident.
- As per the risk assessment above, individuals at a high risk of unknown exposure are not recommended to physically touch a resident.
- Masks must be worn at all times for indoor visits.

OUTDOOR VISITS

- DSP is responsible to take residents to designated outdoor visit location and return them to their room.
- DSP's are responsible to sanitize visiting area at beginning and end of the visit.

Failure to comply with safe visitation guidelines may result in a visitor being restricted or having their visitation privileges revoked.

- Visitors are expected to be on time and due to scheduling limitations, we may not be able to accommodate a full visit if the visitor is late. Please notify the site as soon as possible if you anticipate difficulty meeting your scheduled visit time.

After Your Visit

- Once your visit is over, please go directly to the front doors. You must sign out of the visitor log at this time.
- You must wear your mask until you reach the exit. Once there, you can remove your mask and perform hand hygiene.
- Face shields are not mandatory but we really recommend them for your and our resident safety.
- Please disinfect the face shield before bringing it with you next time.
- If you develop any symptoms within 14 days of your visit, you must notify Allen Gray continuing care centre.

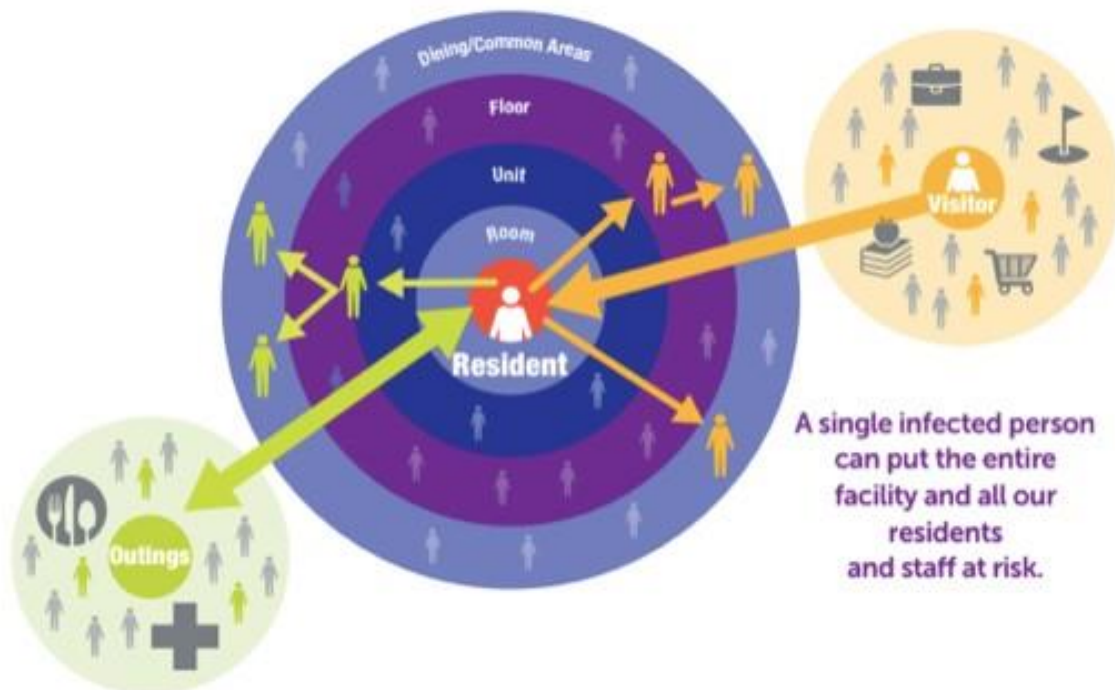
Dispute Resolution Process

In the event of a concern/dispute arising regarding Allen Gray Care's site policy, framework and process for safe visiting, individuals can forward their concerns to any member of the leadership team who will review the concerns and reply within 3 business days.

If this does not resolve the dispute, the concern will be forwarded to the CEO. The CEO will evaluate the concern and respond within 4 business days.

If the concern continues to exist, the individual can forward the concern to the appropriate agencies within AHS patient relations or Alberta Health Accommodation Standards and Licensing branch.

Thank you for taking the time to thoughtfully read this material. It takes a whole community to keep COVID-19 out!



Appendix A

Designated Family/Support Person VISITATION AGREEMENT

As a Designated Family/Support Person (DSP), it is your responsibility to abide by the following criteria and to educate and inform any additional visitors that may be visiting inside, of these requirements:

1. I understand the reasons and agree to a health screening assessment (attached) and temperature check upon each entry to the facility. If you fail the screening process, you will not be allowed to visit
2. I understand that If I experience any COVID-19 symptoms within 14 days of my visit. I am required to notify the Facility and contact 811 or complete the online assessment
<https://myhealth.alberta.ca/Journey/COVID-19/Covid-Self-Assessment.aspx>
3. I understand the risk of COVID-19 spread increases with an increased number of people inside the space (see infographic). I have received education on Safe Visiting practices and any other information, as required and provided by Allen Gray continuing care.
4. I understand the rules that I need to follow while I am in the building, including:
 - Hand hygiene before, during and after my visit, and as directed by staff
 - Continuous masking, with the medical mask provided, during the visit
 - Appropriate use of additional Personal Protective Equipment (PPE) if required with my loved ones needs
 - If I choose to participate in “safe touch”, I will follow all guidelines provided regarding this. (Appropriate use of PPE, etc.)
 - I will proceed directly to the designated visiting area (if loved one is in a semi private room) or if in a private room to my loved one’s room and will stay in this space until the visit is ended, as per the times pre-arranged
 - I will only visit with my loved one and recognize that walking the hallways, visiting with other residents, staff or family members while in the building adds to the risk of COVID spread and will not be tolerated
 - I will sign in and out at the front entrance
5. I understand that pets are not permitted indoors at this time.
6. I understand that there is no access to washroom use on the floors.
7. I understand that I cannot eat or drink while visiting my loved one
8. I acknowledge that I received the safe visitation education material and have reviewed it and had any questions or clarifications addressed. I understand and will adhere to appropriate use of PPE and Allen Gray continuing care’s Safe Visiting Practices
9. I understand that non compliance with any of these guidelines will result in cancellation or restriction of visits
10. I understand that if I am not happy about these processes, I can follow the

Concerns resolution process as outlined to me by Allen Gray.

12. I will clean visiting space after my visit with the facility provided cleaning material.
13. I acknowledge that my presence adds increased risk to the residents of AGCCC and that the risk of injury to me and to the residents and staff of AGCCC from my visit is significant, including the potential for serious personal injury, death or illness resulting from or arising in any way from COVID-19. I clearly understand the risks of attending AGCCC and that by proceeding to visit, I am willing to accept full responsibility for this choice as it related to my own health and well-being and that of the residents and staff of Allen Gray . I will not hold Allen Gray or any of its employees responsible for any contraction of COVID-19, as a result of or in connection with my attendance at AGCCC.

NAME

DATE

Appendix B

COVID-19 Designated Family/Support Person and Visitor Screening¹⁵

1.	Do you have any of the below symptoms:		
	• Fever (38.0°C or higher)	YES	NO
	• Any new or worsening symptoms:		
	○ Cough	YES	NO
	○ Shortness of Breath / Difficulty Breathing	YES	NO
	○ Sore throat	YES	NO
	○ Chills	YES	NO
	○ Painful swallowing	YES	NO
	○ Runny Nose / Nasal Congestion	YES	NO
	○ Feeling unwell / Fatigued	YES	NO
	○ Nausea / Vomiting / Diarrhea	YES	NO
	○ Unexplained loss of appetite	YES	NO
	○ Loss of sense of taste or smell	YES	NO
	○ Muscle / Joint aches	YES	NO
	○ Headache	YES	NO
	○ Conjunctivitis (commonly known as pink eye)	YES	NO
2.	Have you, travelled outside of Canada in the last 14 days ?	YES	NO
3.	Have you had close unprotected* contact (face-to-face contact within 2 meters/6 feet) with someone who has travelled outside of Canada in the last 14 days and who is ill**?	YES	NO
4.	Have you had close unprotected* contact (face-to-face contact within 2 meters/6 feet) in the last 14 days with someone who is ill**?	YES	NO
5.	Have you been in close unprotected* contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	YES	NO
6.	Have you assessed your risk of unknown exposure based on your last two weeks of activity (refer to Risk of Unknown Exposure Assessment CMOH Order 29-2020 Appendix A)?	YES	NO
7.	Do you understand <i>Safe Visiting Practices</i> and related site policies (refer to CMOH Order 29-2020 Appendix A)?	YES	NO

- If any individual answers **YES** to screening questions 1-5, they will not be permitted to enter the site.
 - Individuals must be directed to self-isolate and complete the [AHS online assessment tool](#) to arrange for testing.
- If any individual answers **NO** to screening questions 6-7, they will work with the operator to understand their responsibilities before being permitted to enter the site.

Safe Visitation Practice I

Risk of Unknown Exposure to COVID-19

It is important for all persons to understand their risk of unknown exposure to COVID-19, based on their behavior in the last 14 days, prior to entering the site and modify their behavior accordingly.

(Refer to the Table below.)

- It is particularly critical that active **Health Assessment Screening** is completed at entry, is answered completely and accurately, and anyone with symptoms or recent known exposure to COVID-19 not enter the site at all.
- While individuals do not need to disclose their assessed risk of unknown exposure to the security staff or greater, they must ensure the resident or alternate decision maker is aware of it and behave accordingly.

Individuals should limit the number of different sites they enter and provide in-person visits to only one site per day to the greatest extent possible.

Low Risk	Medium Risk	High Risk
<p>To be considered at low risk of unknown exposure, all the following conditions must be met:</p> <ul style="list-style-type: none"> • Does not work or live in an area of high COVID-19 exposure (refer to Risk designation of region) • Works from home • Part of a small cohort (15 or less) who consistently practices physical distancing and masks when cannot maintain distance • Not have had guests at home in the past 14 days • Visits resident(s) in one site in a day • Makes essential outings only • Uses own vehicle • Consistently maintains 2 metres of distance from those outside household in all activities • Mask worn when cannot maintain physical distancing • Consistent hand hygiene • No interprovincial travel within the last 14 days 	<p><i>There will be many variations that arise between the extremes of high and low risk of unknown exposure</i></p> <p><i>Individuals must use their best judgement to determine risk of unknown exposure where neither low nor high is appropriate.</i></p>	<p>To be considered at high risk of unknown exposure, any one or more of the following may be met:</p> <ul style="list-style-type: none"> • Works or lives in an area of high COVID-19 exposure (refer to Risk designation of region) • Works outside home in settings where distancing is not consistently maintained and masking is not consistently used • Worked at or visited a location with a declared COVID-19 outbreak in last 14 days • Part of a large cohort (more than 15) • Cohort inconsistently practices physical distancing and use of masks when cannot maintain distance • Have had guests in home in last 14 days • Visits resident(s) in multiple sites in one day • Outings where contact with others outside household is likely • Use of public transit or carpooling where distancing is not consistently maintained and masking is not consistently used • Does not maintain physical distancing and does not wear a mask • Infrequent or inconsistent hand hygiene • Interprovincial travel within the past 14 days