



COVID-19 VISITATION RECOVERY (YELLOW PHASE)

Phase 2 – Guidance Document

Phase 2 COVID-19 Visitation Recovery Guidance Document for Long-Term Care Facilities (LTCF) for use in facilities currently in the Yellow Phase of Provincial Recovery.

Adult Community Resources
Department of Social Development
July 17, 2020

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Updates

This document has been updated from the **June 29, 2020 version**, to reflect **Phase 2** changes that take effect **July 20, 2020**. The following changes have been made:

- Addition to ***Objective*** section
- Change to ***Capacity Limits*** to reflect new limits under **Phase 2** of Visitation Recovery
- Visitation documentation to be kept on record for **21 days**, previously stated 60 days
- Revisions to ***Palliative Visitation***
- Updated Screening Tool

Recovery Phase

Provincial Recovery Phase: **YELLOW**

LTCF Visitation Recovery Phase: **PHASE 2**

Objective

For use in facilities currently in **Yellow Phase** of [Provincial Recovery](#).

Provide a framework and guidelines for **Phase 2 of Visitation Recovery** to long term care facilities (LTCF) during the COVID-19 pandemic, while balancing risk and overall well-being of LTCF residents. The capacity guidelines provided in this document are **maximums**, each individual facility may decide to **reduce** this capacity based on their operational ability to safely support these visits. This document does not apply to staff of long-term care facilities.

This document provides a framework for each individual operator to use while addressing individual situations that arise within their facility. Many circumstances will differ and will require a risk assessment to be done by the operator and care staff using the most current Public Health information.

Important Note

If Public Health has determined that the risk level for the region, or province has increased, and there is a need for stricter visitation measures, visitation guidelines will be adjusted and will take precedence over this document.

- If facility has 1 confirmed case of COVID-19, **ALL** visitations are **prohibited**.
- If a resident is currently awaiting results for COVID-19 testing, this resident is restricted from having visitation.

The following individuals are **prohibited** from entering the facility:

- Individuals who have **symptoms** or feeling unwell.
- Individuals who are on **self-isolation** as per relevant Public Health directives
- Individuals who have had close contact with **confirmed case of COVID-19** in past 14 days.
- Individuals who have had close contact with someone **awaiting test results** for COVID-19.
- Individuals who have travelled **outside the Atlantic Provinces (New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador)** in the past 14 days.

Types of visitors

1. **Family and Friends:** residents may have **2 visitors** at one time, the visitors **do not need** to be the same visitors for each visit.
2. **Volunteers**
3. **Non-essential Service Providers** (e.g. hairdressers)

Types of visits

Two types of visits occur at the facility: **indoor** and **outdoor**.

- **Indoor:** anywhere inside the facilities building, such as resident's room or designated visitation areas. Designated visitation areas should be identified within the facility for residents living in semi-private rooms.
- **Outdoor:** designated area on the facility's premises, such as garden or yard.
 - Residents may have up to 2 visitors each, accommodation of these visits are based on each facility's operational capacity.
 - Visits are to be scheduled in advance.
 - Physical distancing must be maintained during visit.
 - Number of outdoor visits at one time must be limited to respect current recovery guidance for social gatherings.

Palliative Visitation

Visitation capacity for **Phase 2** of Visitation Recovery of Yellow Phase is in addition to the current **palliative care visitation policy**. Residents who meet the eligibility requirements for palliative care visits, will be permitted to do so, regardless of the other visits occurring in the facility that day.

Residents located in a long-term care facility would need to have a Palliative Performance Scale (PPS) of 30% or less, with the resident on palliative care and having become completely bed ridden.

Also, one additional visitor (pastoral/spiritual care), per palliative care resident at the end of life, will now be allowed to enter the facility to provide comfort to the patient, family and loved ones during the end of life period.

If a designated visitor is from outside of the **Atlantic Provinces**, they can apply for an exemption to cross the inter-provincial border for compassionate reasons the individual can be directed to call 1-800-863-6582. This process is being managed through a partnership between the Department of Public Safety and the Red Cross.

Once a visitor arrives in the province, they will be monitored by regional Public Health for the 14-day period.

If the resident could die within 7-14 days, the out-of-province visitor will be permitted to self-isolate for a minimum of 5 days and then be tested for COVID-19. If the test is negative, the visitor would then be allowed to visit, provided they agreed only to go to and from the place where they will self-isolate and the resident's room. This visiting plan would need prior approval from the facility to ensure its feasibility. If approved, the visitor would need to show his or her test result to gain entrance.

Capacity Limits

Capacity limits for **Volunteers** and **Non-essential service providers** are to be made operationally.

During **Phase 2** of Visitation Recovery, a maximum, **20% of residents** can have **family/friend** indoor visitations in a day. For example, a 20-home bed could allow 8 visitors per day, or 4 residents at 2 visitors per day, or a 100-bed facility could allow 40 visitors per day, or 20 residents up to 2 visitors per day. Individual operational abilities may vary for each facility. It is assumed that every resident may have 2 visitors every 5 days.

Your facility may want to schedule appointments for visits or implement strict visitation hours to allow for fair distribution of visitations between residents, to ensure enough staff or volunteers present for screening of visitors and to avoid visitations during busy times at your facility (meal time, shift change etc.). Your facility must have an operational plan in place for visits, which must be available to a government official upon request. The **operational plan** may include:

- Capacity for visitation, Schedule for visitation
- Roster of chosen visitors, including contact information
- Sample communication for family/friends, including restrictions, and instructions for visitation
- Staff/volunteer who will be performing screening
- Screening Tool and Form

A guide for the creation of an operational plan can be found on the GNB website. <https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/covid-op-plan-guide.pdf>

Control Measures

Strict adherence to Public Health’s guidelines and recommendations are essential for the successful re-introduction of visitations in long-term care facilities.

All Visitors

The following control measures apply to any visitor entering your facility (Family/Friends, Volunteer and Non-essential Service Providers). Specific measures for each individual type of visitor will be listed below.

1. **Screening**
2. **Masks**
3. **Hand and Respiratory Hygiene**
4. **Physical Distancing**
5. **Documentation**
6. **Controlled Facility Access**
7. **Cleaning and Disinfecting**

Family and Friends

1. **Screening:** Active Screening
2. **Masks:** community mask worn at all times, if visitor does not have a community mask, a medical mask must be provided, as well as education for donning and doffing.
3. **Hand and Respiratory Hygiene:** informational signage on hand and respiratory hygiene visible, access to alcohol-based hand rub, tissues and garbage.
4. **Physical Distancing:** maintained as much as possible while travelling through facility and during visits. Please note some facilities infrastructure may not allow for physical distancing while traveling through the building, therefore masks are to be worn at all times.
5. **Documentation:** roster of permitted visitors (name and contact information), log of entry and exit (including date and time), kept on file for 21 days.
6. **Controlled Facility Access:** single entry point, access restricted to resident’s room or designated visitation area (if resident lives in semi-private room), length of visit to be determined by facility based on operational abilities and visits must be scheduled in advance.
7. **Cleaning and Disinfecting:** Gifts or other items brought to facility must be cleaned and disinfected by staff prior to being delivered to resident’s room. All high touch surface areas and chairs must be cleaned and disinfected following visits.

Volunteers

1. **Screening:** active screening
2. **Masks:** community mask worn at all times, if visitor does not have a community mask, a medical mask must be provided, as well as education for donning and doffing.
3. **Hand and Respiratory Hygiene:** informational signage on hand and respiratory hygiene visible, access to alcohol-based hand rub, tissues and garbage.
4. **Physical Distancing:** maintained as much as possible.
5. **Documentation:**
 - a) Name and contact information of all volunteers required.
 - b) Documentation of education provided and received for hand hygiene, respiratory hygiene, and mask use, and other relevant infection, prevention and control policies specific to the facility.
 - c) Facility must have record of entry and exit of volunteers, including date, time (entry and exit), and resident visited, see **Appendix B** - Sample Log Form, kept on file for 21 days.
6. **Controlled Facility Access:** volunteers must only work at **one facility**, single entry to point to enter facility, and visitation schedule.
7. **Cleaning and Disinfecting:** Following interactions, any chairs, devices, games, books or high touch surface area must be cleaned and disinfected.

Non-essential service providers

1. **Screening:** active screening
2. **Masks:** community mask worn at all times, if visitor does not have a community mask, a medical mask must be provided, as well as education for donning and doffing.
3. **Hand and Respiratory Hygiene:** informational signage on hand and respiratory hygiene visible, access to alcohol-based hand rub, tissues and garbage.
4. **Physical Distancing:** maintained as much as possible.
5. **Documentation:**
 - a) Name and contact information of all non-essential service providers required.
 - b) Documentation of education provided and received for hand hygiene, respiratory hygiene, and mask use, and other relevant infection, prevention and control policies specific to the facility.
 - c) Facility must have record of entry and exit of service providers, including date, time (entry and exit), and resident visited, see **Appendix B** - Sample Log Form, kept on file for 21 days.
6. **Controlled Facility Access:** single entry to point to enter facility, appointment schedule.
7. **Cleaning and Disinfecting:** Following interactions, any chairs, objects and high touch surface area must be cleaned and disinfected.

Guidance for Residents

As the province eases restrictions, LTCF residents will require guidance for how to navigate when they leave the facility's premises. Everyone has an important role to play to inform and educate residents on expectations when leaving the facility to ensure the safety of the resident, staff and other residents residing at the facility. Prior to a resident leaving the facility, consider the residents' ability to adhere to the guidelines, and build supports to enable the resident to follow the guidelines.

Possible ways of supporting adherence include:

- Create an informal contract for adherence to Public Health guidelines
- Discuss possible scenarios by doing a practice run
- Establishing a buddy system with staff
- Create plan starting with outings that are closest/most familiar/shortest duration
- Choose outings to locations with limited interactions or gatherings of people
- Consider tracking these outings if possible

Please see **Appendix C: Guidance for Residents**, for further information.

Current and Announced Lifting of Restrictions

As of **June 5, 2020**, the following visitations are permitted:

- **Volunteers**
- **Family/Friends:** outdoor visits at facility, 2 visitors at a time while maintaining physical distancing.

As of **June 10, 2020**, the following visitation are permitted:

- **Non-essential service providers**

As of **June 19, 2020**, the following visitations are permitted:

- **Friends and Family:** indoor visits within facility, with capacity limits, and strict controls.

As of **July 3, 2020**, visitors from the **Atlantic Provinces** are permitted:

- Atlantic Canadians will be able to travel freely between the four Atlantic Provinces. As a result, visitors from Nova Scotia, Prince Edward Island and Newfoundland and Labrador are permitted to visit New Brunswick long-term care facilities without a 14-day self-isolation period.

As of **July 20, 2020**, **Phase 2** of Visitation Recovery may be implemented in facilities.

Appendices

Please find a list of appendices that have been attached to this document below. You will find links to the original documents posted here for your use. Other printable resources can be found here:

https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus/resources.html

- A. Appendix A:** Screening Poster
- B. Appendix B:** Sample Log Form
- C. Appendix C:** Advice for Residents
- D. Appendix D:** Community Mask

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/MASK.pdf>

- E. Appendix E:** Use Hand Sanitizer Poster, French and English

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/SanitizerDesinfectant.pdf>

- F. Appendix F:** Protect yourself and others from getting sick Poster

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/CDC/PosterCL.pdf>

Appendix A: Sample Screening Tool

ATTENTION

PLEASE DO NOT ENTER THE FACILITY WITHOUT ANSWERING THE FOLLOWING QUESTIONS:

1.

Do you have any of following symptoms:

fever/feverish, sore throat, headache, runny nose, a new cough or worsening chronic cough, new onset of fatigue or muscle ache, diarrhea, loss of taste or smell; in children, purple markings on the fingers or toes?

If you answered YES, and have ONLY ONE symptom, you may phone 811 to discuss COVID-19 testing, but you do not need to self-isolate. As a precaution, please self-monitor for onset of additional symptoms that may develop.

If you answered YES, and have 2 OR MORE of the symptoms, then self-isolate at home, and call 811.

2.

If you answer YES to ANY of the following below, then you must stay home and self-isolate for 14 days.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

- a. Have you had close contact within the last 14 days with a confirmed case of COVID-19?
- b. Have you been diagnosed with COVID-19 within the past 14 days?
- c. Have you returned from travel outside of Newfoundland and Labrador, New Brunswick, Prince Edward Island and Nova Scotia within the last 14 days (IF for work purposes, you are not required to self-isolate upon return, but should self-monitor for symptoms)?
- d. You have been told by public health that you may have been exposed to COVID-19.

Follow Public Health advice if you are waiting for testing results for COVID-19 or have been told to self-isolate.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

ATTENTION

VEUILLEZ NE PAS ENTRER DANS L'ÉTABLISSEMENT SANS D'ABORD RÉPONDRE AUX QUESTIONS CI-DESSOUS :

1.

Présentez-vous l'un des symptômes suivants : fièvre ou sensation de fièvre, mal de gorge, mal de tête, écoulement nasal, nouvelle toux ou toux chronique qui s'aggrave, fatigue nouvellement apparue ou douleurs musculaires, diarrhée, perte de goût ou de l'odorat; chez les enfants, taches mauves sur les doigts ou les orteils?

Si vous avez répondu OUI et que vous n'avez qu'un seul symptôme, vous pouvez appeler le 811 pour discuter des tests de dépistage de la COVID-19, mais vous n'avez pas besoin de vous isoler. Par mesure de précaution, veuillez-vous surveiller en cas d'apparition d'autres symptômes.

Si vous avez répondu OUI et que vous présentez au moins deux de ces symptômes, isolez-vous à la maison et appelez le 811.

2.

Si vous avez répondu OUI à l'une des questions suivantes, vous devez rester chez vous et vous isoler pendant 14 jours.

Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation sur la page Web du gouvernement du Nouveau-Brunswick.

- a. Avez-vous eu des contacts étroits avec un cas confirmé de COVID-19 dans les 14 derniers jours?
- b. Avez-vous reçu un diagnostic de COVID-19 dans les 14 derniers jours?
- c. Êtes-vous revenu d'un voyage à l'extérieur de Terre Neuve-et-Labrador, du Nouveau-Brunswick, de l'Île du-Prince-Édouard et de la Nouvelle-Écosse dans les 14 derniers jours (Si, pour des raisons professionnelles, vous n'avez pas besoin de vous isoler à votre retour, mais devriez vous surveiller pour l'apparition de symptômes)?
- d. Le personnel de Santé publique vous a-t-il informé que vous avez peut-être été exposé à la COVID-19?

Suivez les recommandations de la Santé publique si vous attendez les résultats d'un test de dépistage de la COVID-19 ou si vous avez reçu l'ordre de vous isoler.

Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation qui se trouve sur la page Web du gouvernement du Nouveau-Brunswick.

For the latest information visit:
www.gnb.ca/coronavirus



Pour obtenir des renseignements à jour :
www.gnb.ca/coronavirus

Appendix C: Guidance for LTCF Residents

Please ensure residents are familiar with the following prior to leaving the facility:

1. If you are exhibiting any typical or atypical symptoms, **do not leave the facility**, operator to follow isolation and testing protocol if criteria are met – See LTCF guidance document):
 - Fever (temperature of 37.8°C or greater), OR
 - Any new or worsening respiratory symptoms (cough, shortness of breath, runny nose or sneezing, nasal congestion, hoarse voice, sore throat or difficulty swallowing),
 - Any new onset of atypical symptoms including but not limited to chills, muscle aches, diarrhea, malaise, or headache.
2. Inform the staff where you intend to visit and your plan for staying safe.
3. Wearing a non-medical mask, also referred to as a community face mask, is required when unable to maintain physical distancing in the community (i.e. grocery stores, pharmacies, etc.).
4. Review poster “use of a community face mask” (**Appendix D** – Use of a Community Face Mask) poster and practice how to put on and take off the mask.
5. Maintain two metres of physical distance between yourself and others when you go out.
6. Outdoor social gatherings are limited as per current recovery guidance while maintaining physical distance.
7. Practice good respiratory hygiene. When you cough or sneeze, do so into a tissue; dispose of the tissue and wash your hands afterwards. If you do not have a tissue available, cough into your sleeve or elbow.
8. Practice frequent and thorough hand hygiene and avoid touching surfaces unnecessarily
9. Avoid touching your eyes, nose and mouth whenever possible.
10. Upon return to the facility, wash your hands. As always, continue to monitor for symptoms.

Appendix D: Community Mask (1 of 2)

USE OF A **COMMUNITY FACE MASK** TO HELP REDUCE THE SPREAD OF COVID-19



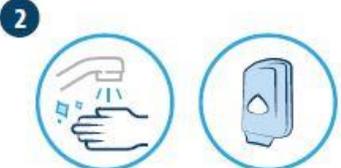
To help combat the community spread of COVID-19, **WEARING A COMMUNITY FACE MASK IS REQUIRED** in public when physical distancing can't be maintained. This measure is to protect people around the person wearing the face mask, in case they are infected but do not have symptoms.

Community face masks are not a substitute for proper hand hygiene or physical distancing. Continue to wash your hands frequently and stay at least 2 metres (6 feet) away from people, except those in your household.

HOW TO PUT ON YOUR MASK

It is important to understand that community masks have limitations and need to be used safely.

- 

1 Ensure the face covering is clean and dry.
- 

2 Before putting on your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.
- 

3 Ensure your hair is away from your face. Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely, ensuring your mask fits snug on your face.
- 

4 Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- 

5 Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

For the latest information visit:
[GNB.CA/CORONAVIRUS](https://gnb.ca/coronavirus)
May 8, 2020



Appendix D: Community Mask (2 of 2)

USE OF A **COMMUNITY FACE MASK** TO HELP REDUCE THE SPREAD OF COVID-19



HOW TO REMOVE YOUR MASK



1

Before taking off your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.



2

Do not touch the front of your mask to remove it and be careful not to touch your eyes, nose, and mouth when removing your face mask.



3

Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.



4

Hold only the loops or strings and place your cloth mask directly in the wash. If you are in your car, place into a bag until you get home to wash or discard it. If throwing it out, place it into a garbage bin or plastic bag.

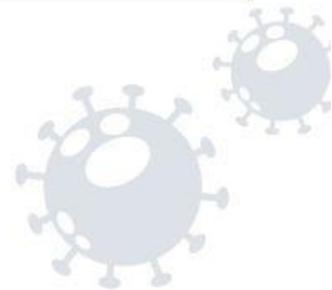


5

Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

COMMUNITY MASKS OR FACE COVERINGS SHOULD NOT:

- be placed on children under the age of two years;
- be placed on anyone unable to remove them without assistance;
- be placed on anyone who has trouble breathing;
- be made of plastic or other non-breathable materials;
- be made exclusively of materials that easily fall apart, such as tissues;
- be secured with tape or other inappropriate materials;
- be shared with others; or
- impair vision or interfere with tasks.



Community face masks should be washed regularly. They can be made at home from common materials at a low cost. For more information on how to make a sew and no-sew cloth face covering, visit the [Public Health Agency of Canada's website](#).

For the latest information visit:
GNB.CA/CORONAVIRUS
May 8, 2020



Appendix E: Hand Sanitizer

USE HAND SANITIZER

PROTECT YOURSELF AND OTHERS FROM GETTING SICK

When soap and water are not available, do the following:

UTILISEZ UN DÉSINFECTANT POUR LES MAINS

MESURES À PRENDRE POUR ÉVITER D'ÊTRE MALADE ET QUE D'AUTRES PERSONNES SOIENT MALADES

Lorsque vous n'avez pas accès à du savon et de l'eau, faites comme suit :

1

Dispense gel into hands.
Verser du désinfectant dans la main.



2

Rub together.
Frotter les mains ensemble.



3

Rub hands until dry.
Frotter les mains jusqu'à ce qu'elles soient sèches.



For the latest information visit:
Pour obtenir des renseignements à jour :

www.gnb.ca/coronavirus



Appendix F: Protect Yourself & Others

Coronavirus (COVID-19)

PUBLIC HEALTH ADVICE



PROTECT YOURSELF AND OTHERS FROM GETTING SICK:

<p>Free-Form Soap</p> <p>Wash your hands often with soap or hand sanitizer</p>	<p>Elbow cough/sneeze</p>	<p>Avoid touching eyes, nose, mouth with hands</p>	<p>Cleaning surfaces properly</p>
<p>Wearing a community face mask is required in public when physical distancing can't be maintained</p>	<p>Stay home if you are sick</p>	<p>Avoid contact with sick person</p>	<p>Physical Distancing</p>

NEW SYMPTOMS INCLUDE:

<p>Fever above 38 degrees Celsius</p>	<p>A new cough, or worsening chronic cough</p>	<p>Difficulty breathing</p>	<p>Runny nose</p>	<p>Sore throat</p>	<p>Headache</p>
<p>A new onset of fatigue</p>	<p>A new onset of muscle pain</p>	<p>Diarrhea</p>	<p>Loss of sense of taste</p>	<p>Loss of sense of smell</p>	<p>In children, purple markings on the fingers and toes</p>

May 8th, 2020

FEELING SICK OR HAVE CONCERNS?

CALL TELE-CARE 811 BEFORE YOU PRESENT AT YOUR HEALTHCARE PROVIDER'S OFFICE OR THE EMERGENCY ROOM

For the latest information visit: www.gnb.ca/coronavirus

