



Document: Appendix A to Record of Decision – CMOH Order 09-2020

Subject: Guideline regarding visitation in licensed supportive living, long-term care and residential addiction treatment service providers licensed under the Mental Health Services Protection Act (MHSPA).

Date Issued: April 7, 2020

Scope of Application: As per Record of Decision – CMOH Order 09-2020

Distribution: All licensed supportive living (including group homes and lodges), long-term care (nursing homes and auxiliary hospitals), and residential addiction treatment service providers licensed under the MHSPA.

Purpose:

This guidance supplements the application of CMOH Order 09-2020 (the Order), outlining the requirements for all operators¹, staff², residents³, as well as the families and friends of those residents who live within the facilities to which the Order applies. The intent of this guidance is to protect the health and safety of residents and staff in these facilities.

Key Messages:

Individuals over 60 years of age and those with pre-existing health conditions are most at risk of severe symptoms from COVID-19. To prevent the spread of respiratory viruses, including COVID-19, among seniors and vulnerable groups:

- Visitors, **in the limited instances** when they will be allowed to enter any continuing care (licensed supportive living or long-term care) or residential addiction and treatment facility in Alberta, are limited to a single individual designated by the resident or guardian (or other alternate decision-maker).
- Each designated essential visitor must be verified and undergo a health screening prior to entering the facility. This includes a temperature check or a questionnaire.
- Facilities must have security staff or a greeter to conduct this screening and verify the visitor as the designate.
- As of this Order⁴, **no visitors**, including those designated as essential, are allowed entry into these facilities, **except for visits:**

¹ Operator means any operator, service provider, site administration or other staff member responsible for areas impacted by these expectations.

² Any person employed by or contracted by the site, or an Alberta Health Services employee or other essential worker.

³ A resident is any person who lives within one of these sites (sometimes called clients e.g., by group homes).

⁴ This order rescinds and updates CMOH Order 03-2020.

1. Where, in rare situations, the resident's care needs cannot be met without their assistance, or
2. When a resident is dying (see below).

Designated Essential Visitors

- One essential visitor must be designated by the resident, or their alternate decision-maker.
 - This means only a single individual is designated.
 - The designated essential visitor can be a family member, friend or companion.
 - The designated essential visitor cannot be under 18 years of age (see #2 below for exception).
 - The site contact (e.g. director of care, case manager, facility administrator) will confirm each designated essential visitor and ensure that they meet the criteria in this document.
 - The site contact can make exceptions, and allow the designated essential visitor to approve others to visit, in circumstances where a resident is dying (see #2 below).
- Visits from the designated essential visitor are **limited to visits meeting one of the following two criteria:**
 1. Visits where, in rare situations, the resident's care needs cannot be met without the designated essential visitor's assistance.
 - Designated essential visitors may carry out care related activities, as appropriate, where staff are unable to provide those due to emergent pandemic impacts, and where the designated visitors have been provided appropriate guidance, if needed.
 2. Visits in circumstances where a resident is dying.
 - The designated essential visitor may enter and can approve others, including the resident's family, their religious leader(s), a child (under 18 years of age), and their friends to enter, so long as **only one visitor enters the facility at a time.**
 - The only exception to the requirement that "only one visitor enters the facility at a time," is if the approved visitor is a child. In those circumstances, the child must be accompanied by either the designated essential visitor or the child's parent/guardian.
- Designated essential visitors must:
 1. Pre-arrange visits with the operator (e.g., facility administrator or identified designate) and be expected, and
 2. Be escorted by site staff to the resident's room and remain in the resident's room for the duration of the visit, and
 3. Not visit with any other residents.
- Operators are expected to ensure that only the designated essential visitor is allowed into the site at any time.
- Operators are expected to ensure that the Health Assessment Screening (see below) is conducted on every visit.
- Operators must instruct any visitors permitted to enter the site to wash their hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (greater than 60% alcohol content).
- Operators will ensure that visitors have a mask or face covering that covers the visitor's mouth and nose, and will instruct the visitor on how to safely put on and take off the mask or face covering.

Health Assessment Screening

All facilities shall have a security person or greeter to assess the designated visitor. Any visitor who intends to enter a licensed supportive living, long-term care facility or licensed residential addiction and treatment facility must be screened. This screening must be completed each time the visitor enters the site.

Screening shall involve the following:

1. Temperature screening:
 - The temperature of all designated visitors must be taken by a non-invasive infrared or similar device (oral thermometers must not be used).
 - For reference, normal temperatures are:
 - Ear/forehead 35.8-38.0°C (96.4-100.4°F)
 - Anyone with a measured temperature of 38.0°C or higher **MUST NOT** be admitted to the facility and should be advised to leave the building in order to protect the health of the residents.
2. COVID-19 Questionnaire

1.	Do you have any of the below symptoms:		
	● Fever	YES	NO
	● Cough	YES	NO
	● Shortness of Breath / Difficulty Breathing	YES	NO
	● Sore throat	YES	NO
	● Runny Nose	YES	NO
	● Feeling unwell / Fatigued	YES	NO
	● Nausea/Vomiting/Diarrhea	YES	NO
2.	Have you, or anyone in your household travelled outside of Canada in the last 14 days?	YES	NO
3.	Have you had close contact (face-to-face contact within 2 meters/6 feet) with someone who is ill with cough and/or fever?	YES	NO
4.	Have you, or anyone in your household been in contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	YES	NO

If a designated visitor answers YES to any of the questions, the individual **MUST NOT** be admitted to the facility and should be advised to leave the building in order to protect the health of the residents.

3. Confirmation of identity and “designated visitor” status
4. Documentation of arrival and exit times.

Operators must be aware of, and follow, any applicable privacy legislation (e.g., Freedom of Information and Protection of Privacy Act, Health Information Act, Personal Information Protection Act, etc.), should they document/retain the Health Assessment Screening completed with residents and staff (or others).

Operators are encouraged to visit Alberta Health’s website to www.alberta.ca/COVID19 for updated information. If there are any questions, please contact asal@gov.ab.ca.