

Family Reminder – Personal Directive Agents

July 22, 2020

Dear families,

We are grateful to let you know that we continue to do well at all our sites in keeping COVID-19 at bay. With that being said, we would like to take this time to review our legal responsibilities in regards to Personal Directives and named Agents as it pertains to the new Chief Medical Officer of Health Order (Order 29-2020) that relates to visitation in our care communities.

Within the new Order, there has been some wording that may be causing some confusion as to requirements for visitation. The previous Orders used the term “Essential Visitor” or “Essential Worker” which are now not being used. In place of these terms are the new terms “Designated Family/Support Person(s)” and “Visitor(s)”.

The Designated Family/Support person 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. This terminology replaces terminology in previous Orders (Essential Family, Essential Worker).

The Visitor is anyone who is not designated as a Designated Family/Support Person(s). Keeping in mind that some residents living within Covenant Care communities have an enacted Personal Directive with a named Agent, it is our legal responsibility to ensure we follow the wishes within the Personal Directive and the directions of the named Agent.

In regards to indoor visitation, the resident can have two (2) Designated Family/Support Person(s) named by the Agent. This may or may not include the Agent themselves, but as per the CMOH Order the resident is allowed up to two (2). This does not include the previous Essential Visitor plus two (2) more.

For the outdoor visitation, the CMOH Order allows for groups of up to five (5) persons which includes the resident. While these visits no longer require a Designated Family/Support Person(s) to be present, if a resident has an enacted Personal Directive, the named Agent is required to authorize the outdoor visit just as any outing or visitor for the resident in question. The named Agent, should they wish, can authorize all visits by any visitors or they can be specific as to who can visit the resident.

We look forward to working with all residents and families to ensure that we protect the health and safety of the residents and staff in our care communities while ensuring safe and meaningful connection with the persons that support them.

Thank you,

Jo Ann Molloy
Vice President, Resident Experience