

## Designated Caregivers

We are very pleased to announce Phase 3 of our visitation protocols.

This new phase introduces the addition of designated caregivers to help provide additional support such as psychological and cultural aspects of wellness, physical and mental health.

Phase 2 visitations are still in place and will continue throughout Phase 3.

## The Caregiver Position

- Caregivers are designated by the resident or the substitute decision-maker and are typically individuals who provide direct support to a resident.
- Each resident may have up to two (2) designated caregivers. Only one may visit per day. The second may be rotated in, on a regular basis or as needed.
- Caregiver visits will be scheduled and caregivers will be expected to follow that schedule.
- All designated caregivers will be required to undergo screening and continue with the current safety protocols (masks, hand hygiene).
- We will create a special Identification Badge to reflect designated caregiver, which must be worn at all times.

## The Application process

- There will be an application available at the front desk and on social media. It includes an agreement for acknowledging safety protocols, and precautionary guidelines.
- It will be on a first come, first serve basis. The number of Designated Caregivers will be limited on a unit by unit basis.
- More information regarding the guidelines will be provided in the application package.

Once approved, the caregiver will undergo a mandatory orientation session to ensure they have all the knowledge required to stay safe.

**Applications for caregivers will be available September 7th, with the first caregiver orientations scheduled for September 14th.**

**For more information, or to schedule a phase 2 visitation please email:**

## Offsite visits

Families may now bring their loved ones home for an off-site visit. This includes private homes and public places. Residents will not be required to self-isolate when they return.

A new screening process will be implemented whenever a resident is leaving the facility, including for medical visits.

Phase 2 visitation options will continue throughout the Phase 3 period.

The Power of Attorney must set up the visit.

### To ensure the safety of our staff and residents the following extra precautions will be in place:

- Actively screening residents and family members leaving or returning to York Care Centre.
- Maintaining records of family and residents who encounter others while out on pass.
- Ensuring all mobility aids including walkers, wheelchairs and canes are disinfected on return.
- Ensuring safe transportation is used.

**To ensure there is a clear understanding of the requirements, family members wishing to bring their loved one home will be asked to review and sign an agreement acknowledging the safety protocols.**

- Proper transportation will be required, with extra cleaning and disinfecting practices.
- Families will be asked to limit the number of people transporting their loved one.
- An agreement outlining rules and precautions will be required.
- These new requirements will also be mandated for medical visits.
- Off-site visits will have to be booked 48 hours in advanced.

## Off-site visit requirements

More information on transportation requirements and the precautions families will need to take will be provided when you arrive to pick up your loved one.

**As of Monday, August 31st, you may start submitting requests for off-site passes.**

**To book an off-site pass, please have the power of Attorney contact your loved one's unit directly.**

York Care Centre is pleased to announce we have officially moved to Phase 3 for visitations. The new phase includes off-site visitation and designated caregiver options for residents and family members. We know families have been anxiously waiting for more visitation abilities and we are excited to allow more options for visiting with loved ones.

### **Off-site visits**

Residents are able to leave York Care Centre to visit with their friends and family at home or in public, and will not be required to self-isolate for 14 days upon return. Extra precautions will be taken to ensure the safety of staff and residents. This includes:

- Actively screening residents and family members leaving or returning to York Care Centre.
- Maintaining records of people residents come into contact with while out on pass.
- Ensuring all mobility aids including walkers, wheelchairs and canes are disinfected when residents return to York Care Centre.
- Ensuring safe transportation is used.

### **Off-site visit requirements**

- Family members will be required to book visits in advanced.
- Safe transportation will be required. This can include a private vehicle, public transit, or a facility vehicle.
- An agreement will need to be signed prior to taking the resident home. This will include a set of rules and guidelines as well as a contact tracing form which must be filled out and returned when bringing the resident back to York Care Centre.
- Family members and friends will be required to wear a mask at all times, and anyone you are with should also wear one. Proper hygiene should be maintained by everyone, and everyone should be aware of all Public Health measures in place and adhere to them at all times.
- Family members or visitors will be screened upon arrival to pick up the resident. Residents will be screened before leaving and when they are brought back. Family members or visitors will be asked to check for symptoms daily for 14 days, and if they develop, inform York Care Centre immediately.
- A risk assessment will be completed when the resident returns. York Care Centre reserves the right to place residents in self-isolation if we deem necessary. We also reserve the right to revoke off-site visit passes if we feel individuals, the resident or the visitors, are not abiding by the rules and responsibilities laid out.

People living in the Independent Living units and the Assisted Living units who leave on their own will not have to fill out a form. It is expected they will inform York Care Centre on their own if they feel they were in contact with someone who may be sick, and self-monitor their symptoms.

### **Safe transportation guidelines**

#### **Private vehicles**

- When using a private vehicle, the visitor or family member must ensure it has been cleaned and disinfected with a focus on high touch surfaces (such as handles, steering wheels, window controls, arm rests, seat belts, etc.) before the resident enters.
- The driver and all passengers must wear a mask at all times.
- Families or visitors will be asked to limit the number of people coming to pick up the resident, and the resident must sit as far away from the driver and other passengers as possible.

#### **Public transit**

- When using public transit residents and family members or visitors must follow the guidelines set out by Fredericton Transit. This includes wearing a mask at all times.
- Physical distancing must be maintained at all times.
- Residents and family members or visitors should use hand sanitizer frequently, especially after touching or coming into contact with high touch surfaces (such as armrests, vehicle doors and handles, hand rails, etc.)

#### **Facility vehicles**

- When using facility vehicles family members or residents must ensure the vehicle has been cleaned and disinfected before the resident enters with a focus on high touch areas (such as handles, steering wheels, window controls, arm rests, seat belts, etc.)
- All passengers and the driver must wear a mask at all times, this includes residents, staff and the driver.
- Only 1 family member in the van, plus the driver and resident. If the family member is an approved driver then one other passenger can attend. Passengers will be asked to sit as far apart as possible.
- Frequent use of hand sanitizer, especially after touching or coming into contact with high touch surfaces should be maintained.

Families and visitors will be allowed to begin booking offsite visits on Monday, August 31<sup>st</sup>. Please give up to 48 hours for your request to be approved. When applying please indicate what mode of transportation will be used. Facility vehicles will be on a first-come, first-serve basis and cannot be kept overnight to accommodate the increased demand.

#### **Designated care givers**

Residents can now have up to 2 designated care givers to help maintain wellness. This can include psychological and cultural aspects of holistic wellness and helping the resident maintain their physical and mental health. This person can be a family member, friend, support worker, legal guardian, or any other person identified by the resident or the substitute decision maker. A signature from the power of attorney will be required.

Residents will be allowed up to 2 designated care givers, however only one may visit at a time. The second one may be rotated in either on a regular basis or an as-needed basis. A schedule will be determined and will need to be followed on a regular basis.

#### **Designated caregiver requirements**

Strict rules will need to be adhered to when agreeing to be the designated care giver for a resident at York Care Centre.

- Designated care givers will only be allowed access to York Care Centre, no other homes in the area. They may be the designated care giver to multiple residents at York Care Centre at one time, however schedules will have to be made for each resident.

- An application process will be required. This will include a selection of the person's top 3 choices of times (which will be pre-determined by York Care Centre). It will also include the reasons the resident requires the designated caregiver and what activities or care the caregiver will be providing. Applications will be approved by York Care Centre on a first come, first serve basis. A signature from the Power of Attorney will be required.

Once a caregiver is approved, the following steps will be taken.

- An agreement will be made for the caregiver to sign outlining the guidelines.
- A set schedule will be created and be maintained.
- The caregiver must inform York Care Centre 24 hours prior to the visit if they will not be able to make it. If there are repetitive missed time, York Care Centre reserves the right to change the schedule as we see fit.
- The caregivers will be given ID badges which must be worn at all times. Masks will be provided and must be worn at all times when inside and outside the home during visit time.
- Caregivers will proceed directly to the resident's unit. Once they have left the facility for the day, they cannot come back again.
- Proper education on how to use personal protective equipment will be made available to all caregivers.
- Caregivers should take extra precautions to protect themselves from the virus when out in the public to help ensure the safety of staff and residents.

Caregivers will be screened upon entry into York Care Centre. This includes a temperature check and a review to ensure no new symptoms have developed. If the caregiver falls under one of the following restrictions, they will be denied entry into York Care Centre:

- Answering yes to any of the screening questions.
- The caregiver is experiencing symptoms or are feeling unwell.
- They are on self-isolation as per the relevant Public Health directives.
- They have come into contact with a confirmed case of COVID-19 in the past 14 days.
- They have come into contact with someone awaiting results of a COVID-19 test.
- They have travelled outside of the Atlantic Bubble (New Brunswick, Nova Scotia, Prince Edward Island or Newfoundland and Labrador) in the past 14 days.

Applications for designated caregivers will be available on Monday, September 7<sup>th</sup>, and the first caregivers will be scheduled for the following Monday, September 14<sup>th</sup>.