

SAFE VISITING GUIDELINES



United's safe visiting guidelines outline the practices and expectations that enable visitors to safely support residents living at United Active Living during the COVID-19 pandemic. These guidelines are in alignment with visitation Orders of the Chief Medical Officer of Health of Alberta, and are based upon the individual and collective risk tolerance of United residents, employees and families.



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Why Safe Visiting Guidelines?

Individuals living within licensed supportive living settings such as United Active Living communities, as well as other continuing care settings are among those with the greatest vulnerability to the COVID-19 virus, and at risk for the most severe outcomes from exposure. Safe Visiting Guidelines are essential to protect the health and safety of those living and working at United Active Living while also ensuring the social connections critical to our residents' well-being and quality of life. Dr. Deena Hinshaw, Alberta's Chief Medical Officer of Health, issued Order 29-2020 to expand visiting within continuing care sites for resident support. The Order also identifies a collective responsibility: that all impacted parties have a duty to minimize risks to self and others and ensure safety both in on-site and off-site activity. United's Safe Visiting Guidelines have been founded upon a collective risk tolerance assessment, and reflect the risk tolerance informed by our residents, employees and families.

An excellent resource to better understand the background and changes Order 29-2020 have made related to safe visitor access in continuing care can be found at <https://www.alberta.ca/protecting-residents-at-congregate-care-facilities.aspx>.

These safe visiting guidelines are intended to be a living document, meaning that they will be reviewed at minimum every three weeks and are fluid in response to any changes in the community's risk tolerance.

Designated Family/Support Person(s) (DFSPs)

A Designated Family/Support Person is a family member, friend, companion (privately paid or volunteer), support worker (privately paid or volunteer), power of attorney, agent, legal guardian, or any other person who has been designated by the resident or alternate decision maker to attend to residents during the COVID-19 pandemic. Each resident may identify up to two (2) DFSPs who will have indoor access to support them with their physical, emotional and social needs.



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In certain circumstances, a resident or alternate decision maker can make a temporary change to their Designated Family/Support Person. The intention of this provision in the Order is to allow a replacement if a DFSP is unable to perform their role for a period of time (e.g. not for the DFSP to change multiple times). Temporary changes are to be submitted to the Resident Care Manager or their designate in order to maintain current records of approved DFSPs. Up to two (2) DFSPs may visit at the same time.

Expectations of DFSPs

Before you arrive

- Please do a self-check before you leave your home: do not visit if you feel sick or unwell.
- Visit times are requested to be prearranged with United with as much advance notice as possible. Alternatively, you are encouraged to arrange a set/standing schedule. This is to ensure we expect your arrival and are able to safely and effectively manage the number of people on site at one time. We respectfully request that you do not arrive without notice.

When you arrive

Please allow 15 minutes prior to your visit for checking in and receiving any necessary training. Each time you arrive you will be expected to:

- Provide your own mask(s) or face covering that covers both nose and mouth to be worn at all times during the visit;
- Show picture ID for confirmation of your identity at the Greeter station;
- Complete a screening questionnaire and temperature check and sign in;
- Sanitize your hands with a sanitizer of greater than 60% alcohol content;
- Go directly to the resident's suite;
 - Only visit the resident that you are supporting

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- Refrain from accessing other parts of the community, with the exception of an outdoor visit, which must be booked in advance to occur during your DFSP visit. *Note that the Fish Creek Courtyard remains closed to outdoor visits.
- In exceptional circumstances where masks are removed within the suite in order to communicate or due to extenuating circumstances, physical distancing must be maintained;
- Self-check for COVID-19 symptoms throughout your visit, and if you become symptomatic, report this to United’s nursing team and immediately leave the premises;
- Sign out at the Greeter station and sanitize your hands at the end of the visit.
- Notify United of any symptoms that arise within 14 days of visiting a resident.
- *Entry may be refused or restricted if a DFSP does not abide by these responsibilities

Training and Personal Protective Equipment (PPE)

On your first visit to the site as a DFSP, you will receive training /education on some pertinent topics:

- Mask Usage
 - The Greeter will ensure you have a clear understanding of mask usage, including putting on (donning), continuous wearing principles, removing (doffing), and disposal of medical masks or management of used cloth masks/face coverings.
- Safe Visiting Practices/Expectations
 - The Greeter will review United’s safe visiting expectations as well as the guidelines for assessing your personal risk of unknown exposure to COVID-19.

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- Isolation/Quarantine
 - If the resident you are visiting is on isolation/quarantine precautions, isolation PPE will be provided by United, and training for putting on and removing will be provided by an LPN prior to entry to the resident suite.
 - If a resident is isolated due to COVID-19 symptoms, or quarantined due to potential exposure to COVID-19, the DFSP must be wearing appropriate PPE at all times.

Safe Physical Touch

It is known that the risk of COVID-19 increases significantly when individuals are in close proximity to each other; however, if a resident and their DFSP desire safe physical contact, these guidelines have been outlined in Order 29-2020:

- Continuously wear a mask/face covering that covers your nose and mouth while within 2 meters (6 feet) of each other.
- Although the resident does not need to wear a mask, they may choose to do so to reduce the risks associated with close contact. *You may each wish to review your own risk of unknown exposure from off-site activity, as outlined in the risk assessment guide in the following section.
- Wash or sanitize hands before and after direct physical contact.

Individuals at low risk of unknown exposure may engage in safe physical contact; individuals at medium risk of unknown exposure may engage in safe physical touch where the resident's personal risk tolerance is high; however, **individuals at high risk of unknown exposure are not recommended to physically touch the resident** unless providing direct resident care while wearing all appropriate PPE.

(See Table 1 for guidance for risk assessment on the following page 7)

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Visits in Extenuating Circumstances

- Under some circumstances, visitors other than the DFSPs may visit a resident. These are:
 - At end of life (last 4-6 weeks of anticipated life);
 - Due to a change in health status (medical/social/spiritual crisis); or
 - Pressing circumstances (including financial or legal matters, family crisis)
- These visits must be coordinated and prearranged with United.
- Up to two (2) people at one time (not including the resident):
 - Designated Family/Support Person(s); and/or Visitor(s) in change of health status or pressing circumstance situations.
 - Up to three (3) people at one time in end of life circumstances, unless all persons are from the same household in which case there is no maximum.
- *All expectations of the DFSPs apply to visits in extenuating circumstances. Please refer to the preceding section to review these.

Guidance for Unknown Exposure to COVID-19 Risk Assessment

It is important for all persons to understand their risk of unknown exposure to COVID-19, based on their behaviour in the last 14 days, prior to entering the site and modify their behaviour accordingly (refer to the table on the following page).

While individuals do not need to disclose their assessed risk of unknown exposure to United, they must ensure the resident or alternate decision-maker is aware of it and behave accordingly.

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Table 1. Risk of Unknown Exposure Assessment Guidance from Alberta Health

| 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 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 |



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Gifts or deliveries

All grocery or other items brought for residents will be sanitized at the Greeter station before being prepared for delivery to the suite.

If you wish to bring these items to the suite, please allow time for the Greeter to complete the sanitization process.

Pets

Pets are welcome to visit, provided they go directly to the suite, they do not come from a household with individuals at high risk of unknown exposure to COVID-19, and all United pet protocols are followed.

Indoor Social Visits (anticipated start date of Wednesday, September 23)

United's risk tolerance assessment has determined that our community holds a moderate risk tolerance, which will allow for a maximum of 2 (two) visitors at a time to have Indoor Social Visits. Social visitors are persons other than the designated person(s) who are permitted visits indoors as determined by United's risk tolerance assessment. DFSPs do not need to be present for these visits. Based on our risk tolerance assessment, these are to occur only in the residents' suites.

Before you arrive

- Please do a self-check before you leave your home: do not visit if you feel sick or unwell;
- Visit times must be prearranged. United Active Living will book visits with advance notice. This is to ensure we are able to effectively manage the number of visitors on site at one time. Social visitors arriving without notice may be turned away;
- If a resident is on isolation for COVID-19 symptoms, you will not be permitted to visit.



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When you arrive for your visit

Please allow 15 minutes prior to your visit for checking in and receiving any necessary training. You will be expected to:

- Provide your own mask(s) or face covering that covers both nose and mouth to be worn at all times during the visit;
- Show picture ID for confirmation of your identity at the Greeter station;
- Complete a screening questionnaire and temperature check and sign in;
- Sanitize your hands with a sanitizer of greater than 60% alcohol content;
- Go directly to the resident's suite;
 - Only visit the resident that you were scheduled to visit
 - Refrain from accessing other parts of the community
- In specific circumstances where masks are removed in order to communicate or where the use of PPE is distressing to the resident, physical distancing within the suite must be maintained;
- Self-check for COVID-19 symptoms throughout your visit, and if you become symptomatic while visiting, report this to United's nursing team and immediately leave the premises;
- Sign out at the Greeter station and sanitize your hands at the end of the visit.
- Notify United of any symptoms that arise within 14 days of visiting a resident.
- *Entry may be refused or restricted if a visitor does not abide by these responsibilities

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Restricted Access

United may temporarily restrict access in situations where a risk tolerance assessment indicates increased risk of exposure to COVID-19. All restrictions will be made in collaboration with residents and families and may include consultation with Calgary Zone Medical Officers of Health where appropriate. Restrictions may include, but are not limited to, reducing the number of persons permitted at one time, or limiting the number of visitors allowed on site at one time. Restricted access may also occur when a DFSP or visitor does not comply with safe visiting practices or act in line with the outlined responsibilities.

Based upon our resident risk tolerance assessment, restricted access may be activated by 1) a confirmed outbreak in our United community; 2) an increase in local community COVID cases; and/or 3) strain on company resources (staffing, PPE etc.). In a period of restricted access, **only DFSPs** may visit.

Outdoor Visits

Outdoor visits of up to five (5) individuals, including the resident, are possible as long as space permits.

Before you arrive

- Please do a self-check before you leave your home: do not visit if you feel sick or unwell.
- Visit times are requested to be prearranged with as much advance notice as possible. On shorter notice, you can call Reception on the day of your visit to sign up for an open visit slot that fits your schedule. This is to ensure we are able to safely and effectively manage the number of visitors in our designated outdoor visit area, and are able to accommodate residents without visitors to enjoy our outdoor spaces.

When you arrive for your visit

- Please allow 15 minutes prior to your visit for the resident you are meeting to be accompanied to the front doors, if applicable.

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- Ensure you are aware of the designated outdoor visiting areas. *Some areas on United property are reserved for residents not having visitors who wish to enjoy the outdoor space of the residence. Be attentive to signage.

You will be expected to:

- Provide your own mask(s) or face covering that covers both nose and mouth to be worn if social distancing is not possible;
- Sanitize your hands with a sanitizer of greater than 60% alcohol content;
- Avoid sharing food or drinks;
- Know your personal risk of unknown exposure to COVID-19 and not visit if you are at high risk;
- Screening of outdoor visitors is not required **unless social distancing and mask wearing cannot be practiced** (e.g. hard of hearing residents, inability to communicate with masks due to resident cognition). If this is the case, you will be required to complete a screening questionnaire and temperature check and sign in.

Dispute Resolution Process

United Active Living continuously strives to create a community in which everyone feels supported. Should concerns or conflicts arise regarding United's safe visiting policy and the interpretation and/or implementation of the CMOH Order #29-2020, the resident and/or the Designated Family Support Person will present their concerns by way of the following concerns/dispute resolution process:

1. Prior to logging a concern for review, the concerned party will first discuss their concern with the Resident Care Manager. Should the concerned party feel their concern has not been resolved, they will ask the Resident Care

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Manager to log the concern for review, and will be asked to complete Section 1 of the dispute resolution form.

2. Once the log entry has been created and Section 1 completed, the Resident Care Manager will complete Section 2 of the dispute resolution form, provide a copy of the completed sections to the concerned party and forward the log and form to the COVID Dispute Panel (the Panel), who will assist in resolving the concern.
3. The Resident Care Manager will forward the logged concern to the United COVID Dispute Panel, consisting of the Director of Health and Wellness, Executive Director of Operations and a resident representative, to assist in resolving the concern. The concerned party will receive confirmation that the logged concern has been received by the COVID Dispute Panel within two (2) business days, and a meeting will be arranged between the concerned party and the Panel to review the concern. Concerned parties will continue to be included in the process toward resolution.
4. The Panel will investigate the concern and may request more information from the concerned party or utilize other sources (e.g. United policies and processes/procedures, United Health and Safety committee, Resident Council, Alberta Health or Alberta Health Services directions, etc.) as part of the process toward resolution.
5. If the Panel is unable to effect the desired change or resolve the matter to the concerned party's satisfaction, the concerned party may request the matter be directed to the President and CEO for review and final resolution.
6. If the concern or dispute is unresolved through the United Active Living safe visiting concerns/dispute resolution process, the matter can be brought to the attention of Alberta Health Accommodations Standards and Licensing for further consideration.