



# Grandview Lodge

*Comfort. Compassion. Care.*

## COVID-19 Update – November 27, 2020

### Dear Residents, Families and Visitors:

It is with great happiness and a sense of relief that I inform you that the November 2020 **COVID-19 outbreak** at Grandview Lodge has been **officially declared over** by the Haldimand Norfolk Health Unit.

While the ultimate goal was to avoid introducing the virus into our home, with the dedication of the entire Grandview team and in collaboration and support from our external partners, we were able to accomplish the next best thing - containment of the virus, no loss of life and recovery. THANK YOU to all for doing your part to ensure this successful outcome.

The Ministry of Long-Term Care released a new policy for Visitation in Long-Term Care Homes that was in effect as of November 23, 2020.

Grandview Lodge's response to this new policy and expectations for visitors to our home is listed in the remainder of this notice. I have also included these links (underlined and in blue) to the Ministry of Long Term Care's visitation policy [Ministry of Long-Term Care Visitor Policy](#) as well as the most up-to-date version of [Directive #3](#) for your reference. The level of visits permitted and testing required are directly related to the specific designation/colour that the Haldimand and Norfolk Health District is in at any given time, as outlined throughout the following pages.

Grandview Lodge is concerned with the ongoing daily reports of positive cases within the Haldimand Norfolk Health Unit catchment and the risk this poses to our residents who travel outside the controlled environment of Grandview Lodge. In formulating or communicating home and provincial restrictions, there are difficult, but necessary, decisions that must be made to help ensure our vulnerable residents are as safe as possible.

While we are now confident that we have the knowledge and resources to manage an outbreak, I cannot stress enough the importance of mitigating the risks of introducing the virus into our home. PLEASE STAY HOME if you are not feeling well. Even if you believe your symptoms are unrelated to COVID, please err on the side of caution and visit once your symptoms have resolved. WEAR A MASK at all times while visiting GVL and when you are out in public. WASH YOUR HANDS often. PHYSICALLY DISTANCE yourself - 6 feet apart - from others.

As always the health and wellbeing of our residents and staff is our top priority and I am confident that it is yours as well.

Thank you for your continued support of our Home and your understanding. Please contact a member of our **Management Team** should you have any questions.

Jennifer Jacob

Administrator, Grandview Lodge

**\*\*\* As of November 30<sup>th</sup> we are in the Orange-Restrict Category. Please check website regularly for updates on the category for Haldimand and Norfolk\*\*\***

**Cohorts**

All staff will remain co-horted to their designated home areas, to the best of our ability, until after the holiday season.

The home is open to the residents and the tuck shop will re-open the second week of December. Residents will be reminded to maintain physical distancing whenever possible.

**Testing**

Requirements for COVID testing are based on the designation/colour assigned to our community as outlined in the table below:

At this time Grandview Lodge does not have the ability to provide testing for visitors so please contact your local testing centre and book as needed. Without proof of a negative test, caregivers and visitors to Grandview Lodge will not be permitted.

|  | LOCAL PUBLIC HEALTH UNIT LEVEL   |                |   |             |               |
|--|--|----------------|---|-------------|---------------|
|  | Green-Prevent  | Yellow-Protect | Orange-Restrict   | Red-Control | Grey-Lockdown |
| Staff  |  |                |   |             |               |
| Students   | • Tested every two weeks   |                | • Tested weekly   |             |               |
| Volunteers   |  |                |   |             |               |
| Caregivers   | • Provide proof of a negative COVID-19 test result in the past two weeks |                | • Provide proof of a negative COVID-19 test result in the past week |             |               |
| Support workers  | • Verbally attest to not subsequently testing positive*                  |                | • Verbally attest to not subsequently testing positive*             |             |               |
| General Visitors   | • Provide proof of a negative COVID-19 test result in the past two weeks |                | • Not applicable; visits not permitted.                             |             |               |
|  | • Verbally attest to not subsequently testing positive*                  |                |   |             |               |
| *Unless the support worker or visitor requires immediate access in an emergency or palliative situation. |  |                |   |             |               |

**Residents Leaving the Facility - Short Stay Absences**

Short stay absences are permitted under the direction of the Ministry of Long Term Care through the Long Term Care Homes Act - Directive #3 when our community is identified at the Green or Yellow level only. When in Orange, Red or Grey short stay absences are not permitted except for medical or compassionate reasons.

Short Stay Absences, when permitted, are encouraged to be limited to one per week with the resident being accompanied by the same person each time. Short Stay Absences must be prearranged. A questionnaire/ screening tool, attestation of the purpose of the absence and a review of protocols must be completed and signed prior to the resident leaving the building. The resident will be closely monitored upon their return for the days following and will be swabbed should they develop any signs or symptoms associated with COVID-19.

**Temporary and Medical Absences**

Temporary and medical absences will be managed in direct accordance with Directive #3.

**Visitor Categories:**

|   | LOCAL PUBLIC HEALTH UNIT LEVEL   |  |                 |             |               |
|---|--|--|-----------------|-------------|---------------|
|   | Green-Prevent  | Yellow-Protect   | Orange-Restrict | Red-Control | Grey-Lockdown |
| <p><b>Essential Visitors</b></p> <p>Examples</p> <ul style="list-style-type: none"> <li>• Medical personnel</li> <li>• Contracted services</li> <li>• Emergency Services</li> <li>• Ministry Inspectors</li> <li>• Family or friends, end of life visits or emergent care</li> </ul>      | <ul style="list-style-type: none"> <li>• Provide proof of a negative COVID-19 test result in the past two weeks</li> <li>• Verbally attest to not subsequently testing positive</li> <li>• No appointment necessary</li> <li>• Maximum of <b>2</b> essential visitors per resident at a time</li> <li>• Are exempt from proof of testing in emergent situations</li> <li>• Visit in resident room only</li> <li>• Surgical /procedure mask required and supplied by the home</li> <li>• Must socially distance</li> </ul>  | <ul style="list-style-type: none"> <li>• Provide proof of a negative COVID-19 test result in the past week</li> <li>• Verbally attest to not subsequently testing positive*</li> <li>• No appointment necessary</li> <li>• Maximum of <b>1</b> essential visitor per resident at a time</li> <li>• Are exempt from proof of testing in emergent situations</li> <li>• Visit in resident room only</li> <li>• PPE required and supplied by the home</li> </ul>  |                 |             |               |
| <p><b>Caregivers</b></p> <p>Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.</p> <p>A maximum of 2 caregivers per resident can be identified</p>  | <ul style="list-style-type: none"> <li>• Provide proof of a negative COVID-19 test result in the past two weeks</li> <li>• Verbally attest to not subsequently testing positive*</li> <li>• Maximum of <b>2</b> visitors at a time</li> <li>• No appointment necessary</li> <li>• Visits may occur in resident room or outdoor space only</li> <li>• Mandatory attendance and sign off of Infection Prevention and Control training and education prior to the commencement of visits</li> <li>• Surgical /procedure mask required and supplied by the home</li> <li>• Must socially distance</li> </ul> | <ul style="list-style-type: none"> <li>• Provide proof of a negative COVID-19 test result in the past week</li> <li>• Verbally attest to not subsequently testing positive*</li> <li>• Maximum of <b>1</b> caregiver per resident/per visit</li> <li>• No appointment necessary</li> <li>• Visits may occur in resident room or outdoor space only</li> <li>• Mandatory attendance and sign off of Infection Prevention and Control training and education prior to the commencement of visits</li> <li>• PPE required and supplied by the home</li> </ul> |                 |             |               |
| <p><b>General Visitors</b></p> <p>For social reasons (e.g. family members or friends) that the resident or their substitute decision-maker assess as different from caregivers, including care related to cognitive stimulation, meaningful connection and relational continuity.</p>     | <ul style="list-style-type: none"> <li>• Provide proof of a negative COVID-19 test result in the past two weeks</li> <li>• Verbally attest to not subsequently testing positive*</li> <li>• Limited to <b>1</b> visitor per resident per week. Visit is 30 minutes in duration by appointment only and in a designated area off the resident home area.</li> <li>• Surgical /procedure mask required and supplied by the home</li> <li>• Must socially distance</li> </ul>   | <ul style="list-style-type: none"> <li>• Not applicable; visit not permitted</li> </ul>  |                 |             |               |
| <p>All visitors to the home are required to follow public health measures (e.g., active screening, physical distancing, hand hygiene, masking for source control) for the duration of their visit in the home. Failure to comply may result in a suspension of visitation privileges.</p> |  |  |                 |             |               |

**Mandatory Training for Caregivers**

Anyone who is identified as a caregiver for their resident and wishes to visit the home without appointment is required to complete a training and education program provided by the home before they can initiate caregiver visits.

**The following dates and times have been set aside for training sessions.**

Tuesday December 1<sup>st</sup> or 8<sup>th</sup> – 2:00 p.m.

Wednesday December 2<sup>nd</sup> or 9<sup>th</sup> – 6:00 p.m.

Friday December 4<sup>th</sup> or 11<sup>th</sup> – 11:00 a.m.

**Space is limited as we must practice physical distancing and will be offered on a first call first reserved basis. Please contact Amy Appel at 905-774-7547 x 2233 to book your training session.**

**Mandatory Screening**

All Long-Term Care staff, students, volunteers and visitors continue to be “actively” screened for COVID-19 by a dedicated person in each location. This involves questions regarding symptoms associated with

COVID-19 as well as taking the individual's temperature. Anyone who fails any part of the screening process will be required to leave the home and encouraged to contact Public Health.

### **Deliveries**

Anyone who wishes to bring in items for their resident may do so during their designated visiting time. Anyone wishing to drop off items for a resident may do so between the front doors of the home and they will be collected by our admin staff when the opportunity arises. Please note that the home does not accept any responsibility for lost, stolen or damaged goods during this process. Residents should expect a delay in the receipt of these items of up to 48 hours. Respectfully, we ask that you refrain from frequent deliveries and large quantities of items as it is difficult for our staff to manage. Please save these items for you to bring in during your scheduled visit.