

SAFE VISITING DURING COVID-19 PANDEMIC	CS-TBD	Page 1 of 2
Related terms: Visitor, safety	Date Established: July 2020	Dates Revised:
Authorized by: Executive Leadership Team	Date For Review: July 2023	

RATIONALE

This policy is to ensure all Carewest sites adhere to a principle-based approach and processes for safe visiting during the COVID-19 pandemic in accordance with the Chief Medical Health Officer Order #29-2020.

CAREWEST STATEMENT OF COMMITMENT

Carewest is committed to promoting a safe and respectful environment, client satisfaction and quality improvement to enhance our clients’ quality of life. We recognize safety as a foundation upon which quality of care and service are built.

POLICY

Principles

1. **Balanced:** Respecting the physical, mental, social, cultural and spiritual needs of the resident alongside the risks to the collective of more people on site.
2. **Risk-informed:** Perceived or actual risk factors are recognized and considered alongside the needs and preferences of residents (at an individual and collective level).
3. **Respectful:** Recognition that access to loved ones and supportive persons is deeply personal and contextual, often difficult for individuals to articulate and generalize.
4. **Responsive:** Recognition that site characteristics and resident circumstances change.
5. **Transparent:** Decisions or adjustments to an approach must be communicated in an immediate and timely manner with residents, families and other impacted persons.
6. **Collective responsibility:** All impacted parties have a duty to minimize risks to self and others and ensure safety both in on-site and off-site activity.

Safe Visitation

1. All Carewest sites will develop and implement a plan based on the above principles for safe visiting and in accordance with the Chief Medical Officer of Health Order #29-2020, until such time the Order is rescinded.
2. All plans will be flexible and supportive and reflective of the voice of clients/residents, where they are to express their preferences regarding visitation.
3. All plans will outline a method of coordinating visits to ensure safe presence and movement of people and equitable access to visits for all residents
4. Sites must assess the risk tolerance of the site, in consultation with residents/clients, families and staff when developing their respective safe visiting processes. This consultation can take the form of surveys, virtual focus groups, virtual town hall discussions, etc.
5. The plan must be evaluated regularly, at minimum every three weeks or as risk conditions change or when residents or families indicate a need to re-evaluate.
6. Communicate to residents, families and staff when the plan is updated.

DISPUTE RESOLUTION

1. Follow Carewest Safe Visiting Dispute Resolution Process

REFERENCES

1. CMOH Order #29-2020
2. Carewest Safe Visiting Dispute Resolution Process