

Essential Caregiver Information Package and Guidelines

Please review these guidelines and expectations below

An Essential Caregiver (EC) is designated by the resident and/or their Power of Attorney or Substitute Decision Maker (POA/SDM) for care. Essential Caregivers, may visit in the resident's bedroom to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

At Dearness Home:

- Up to 2 ECs may be designated for each resident, but only one of them may be in the Home to visit the resident at one time
- The same person may be designated as an EC for more than one resident, but:
 - o the EC may only visit 1 Home area per day
 - o the EC may not visit another resident for 14 days after visiting a resident who is self-isolating or symptomatic and/or the Home area is in outbreak
- ECs must be over 18 years of age
- The resident or POA/SDM may change the persons designated to be ECs in response to changing care needs reflected in the plan of care, or where illness or other barriers prevent a previously identified person from attending
- All ECs at Dearness will be educated in person prior to gaining access to the Home, and will complete a retraining package every 3 months thereafter
- All ECs will wear appropriate PPE (Personal Protective Equipment) in the Home
- EC access the Dearness Home ends when the resident is discharged or passes away

COVID-19 can be fatal for those who live in long term care (experience elsewhere shows as many as 50% of those infected die) so keeping COVID-19 out of Dearness Home is extremely important. Accordingly, Essential Caregivers will be required to respect and practice the infection control measures required to keep our residents and staff safe. Before Essential Caregivers come in to the Home to provide care they will receive approximately one hour of in-person education on general expectations and infection control practices (including how to safely put personal protective equipment on and take it off). They will also attest to reviewing the training package every 3 months.

If you are the POA or SDM for care, please speak with your loved-one in the Home and your family to decide if you want to designate Essential Caregivers. If so, decide who the Caregiver(s) will be and then please contact Cheryl Gilmour, Manager Community Life by email cgilmour@london.ca or by phone **519-661-0400 x8271** to work with you to arrange a mutually agreed upon training time. Please check all the latest updates on the Dearness Home website <https://london.ca/living-london/community-services/senior-supports/dearness-home>

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General Expectations of Essential Caregivers:

The Essential Caregiver must:

- Before coming to Dearness Home:
 - Be tested and receive a negative COVID-19 test result at least every 7 days (Orange, Red or Grey pandemic level) or 14 days (Green and Yellow pandemic level)
 - Read the Dearness Home “Visits During Pandemic” policy each month
 - Complete a retraining package every 3 months.
 - Only access the Home during COVID-19 visiting hours (9am to 8pm, Monday through Friday and 9am to 4:30pm at the Weekends and Holidays).
 - Avoid coming or leaving between 1:30pm and 2:30pm to allow staff shift change to occur smoothly.
 - Self-screen at home and do not visit Dearness if there are signs or symptoms of COVID-19
 - Ensure there is only **one** Essential Caregiver visiting the resident at any given time
- Upon entering the home:
 - Place their red, Essential Caregiver identification sticker on their chest where it will be visible at all times
 - Pass active screening when entering (and leaving) the building at each visit, including answering questions and a temperature check (temperature must be under 37.8C)
 - **Attest that you:**
 - - HAVE NOT VISITED ANOTHER RESIDENT WHO IS SELF ISOLATING OR SYMPTOMATIC, AND/OR ANOTHER HOME IN OUTBREAK IN THE LAST 7 DAYS (Orange, Red or Grey pandemic level) or 14 DAYS (Green and Yellow pandemic level)
 - READ THE “VISITS DURING PANDEMIC POLICY” EVERY MONTH?
 - HAVE DOCUMENTED PROOF THAT YOU HAVE HAD A NEGATIVE TEST RESULT FOR COVID-19 WITHIN THE LAST 7 DAYS (Orange, Red or Grey pandemic level) or 14 DAYS (Green and Yellow pandemic level)
 - AND THAT YOU HAVE NOT SUBSEQUENTLY TESTED POSITIVE FOR COVID-19? (YOUR TEST RESULT MUST BE SHOWN TO SCREENER)
 - HAVE REVIEWED THE ESSENTIAL CAREGIVER EDUCATION INFORMATION EVERY 3 MONTHS

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Infection Prevention and Control Measures –

The Essential Caregiver must:

Follow all the guidelines provided in the in-person education (also included in the educational hand-out), including:

- Practicing good hand hygiene, prior to entering and upon exiting the home
- Wearing the provided PPE appropriately at all times while in the home
- Using alcohol-based hand rubs as the preferred method of cleansing (unless hands are visibly soiled, when soap & water would be preferred)
- Where the resident is in isolation, wearing the designated droplet/contact personal protective equipment (such as surgical mask, eye protection, gloves, and a gown) and following protocol to properly put on PPE and remove PPE
- Asking staff for assistance by using the call bell if unsure how to follow these steps

Essential Caregiver Expectations while in the Home –

The Essential Caregiver must:

- Wear the red, Essential Caregiver identification sticker on your upper body and ensure it is clearly visible at all times
- Proceed directly to the resident's room (if the resident is in the common areas, the Caregiver will take them to their room) – Essential Caregivers will not stop to talk to others and will not travel to other areas of the home to visit others
- Stay within the resident's room and ONLY use the call bell if anything is needed outside of the room
- Remain in the resident's room if staying through a mealtime (the resident meals will be served in the resident's room)
- At the end of the visit, provide an update to staff on regarding the care and resident well-being of the resident, then directly proceed to exit the building
- Acknowledge that the failure to follow expectations is a serious matter that may result in a discontinuation of Caregiver access

Outbreak Precautions or Failure of Febrile Screening

- In the event a home enters into a COVID-19 outbreak, continuation of visits will be discussed with the Essential Caregiver to review risks of continued visits
- In the event a resident is isolated due to failed febrile screening, return from hospital, etc., the Essential Caregiver will be notified that they will be required to wear the appropriate PPE and will discuss whether they wish to continue the scheduled visits