



Long-Term Care Visitor Policy

ORG-RES-LTC-300

Scope

This policy applies to all Riverside Health Care (RHC) Long Term Care and Eldcap sites.

Purpose

The Visitor Policy is meant to protect the health and safety of residents, staff and visitors, while assisting resident to receive the support they need and maintaining their physical, mental, social and emotional well being and their quality of life.

Policy

RHC Long Term Care Homes and EldCap sites will follow provincial directives and implement risk mitigation strategies to ensure a safe and secure home. This includes the management of visitors.

Risk mitigation strategies are intended to address and balance the following:

- The protection and safety of residents, visitors, and staff;
- The well-being of residents when allowing visitation from families/friends to reduce social isolation;
- Equitable access to all individuals seeking to visit a resident that is consistent with resident preferences and with reasonable restrictions that safeguard residents.

Responsibility

Senior Leadership will support the visiting policy and procedures for LTC

Administrator/Designate will:

- Follow any provincial and/or jurisdictional directions and guidelines related to managing visitations
- Ensure visits are documented in the Resident visitor log and visitor logs are retained for a minimum of 30 days.
- Allow caregivers to visit residents in outbreak and non-outbreak situations following any provincially mandated restrictions, such as limiting the number of visitors allowed at a time, visiting room/area etc. In outbreak situations refer to the policy Managing an Outbreak in the Infection Prevention Control Manual.
- Allow unrestricted access for visits to a resident who is an end-of-life or for other extraneous circumstances
- Ensure visitors adhere to infection, prevention and control (IPAC) protocols, including required PPE and hand hygiene
- Provide PPE to visitors as provincially directed.
- Ensure processes are in place to screen (active and/or passive) visitors when provincially directed to do so
- Ensure a process is in place for documenting and keeping a written record of
 - a) The designation of a caregiver; and

- b) The approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver, if applicable.

The Director of Care, Manager, Nursing Supervisor will:

- Ensure staff are aware of the visitation policies and procedures
- Support visitation according to the policies and procedures.

Staff will:

- Provide visitors and resident the IPAC Visitor Packages as required.
- Provide visitors the Visitor Guidelines, as required.

Visitors will:

- Comply with the visiting policy
- Follow infection prevention and control practices and requirements, including hand hygiene, wearing of PPE as required etc.
- Self-screen and not visit the home if they are having symptoms of an infectious disease

Additional Sections

Definitions:

Essential Visitor:

- A caregiver,
- A support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents
- A person visiting a very ill resident for compassionate reasons including, but not limited to hospice services or end-of-life, or
- A government inspector with statutory right to enter a long-term care home to carry out their duties.

Caregiver:

- Is a family member or friend of a resident or a person of importance to a resident
- Can comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protective and Promotion Act
- Provides one or more forms of support or assistance to meet the needs of the resident, including providing directive physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,
- Is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and
- In the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

General Visitor:

- Is not an essential visitor
- Visits to provide non-essential services related to either the operations of the home or a particular resident or group of residents
- Includes those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

References

Accessible Canada Act, SC 2019, c 10 <https://laws-lois.justice.gc.ca/eng/acts/A-0.6/>
Accessibility for Ontarians with Disabilities Act <https://www.ontario.ca/laws/statute/05a11>
Extendicare Assist <https://assist.extendicare.com/>
Ontario Ministry of Health and Long-Term Care <http://www.health.gov.on.ca/en/>
Ontario Fixing Long-Term Care Act, 2021 <https://www.ontario.ca/laws/statute/21f39>
Ontario Regulation 246/22 made under the Fixing Long-Term Care Act, 2021
<https://www.ontario.ca/laws/regulation/r22246>