



Visiting Policy

ORG-RES-GEN-200

Scope

This policy applies to all Riverside Health Care (RHC) Sites

Purpose

This policy provides guidance to support and welcome family presence and participation of family members and friends in the patient/resident experience at RHC while ensuring a safe, secure and caring environment for all our patients, residents, visitors and staff.

A visitor can be a caregiver or essential care partner, essential visitor or general visitor. Caregiver/essential care partner or care partner are great resources for staff and comfort to the patient which improves the quality of life and quality of care. Essential care partner/Caregivers participate in care as defined by the patient/resident and are an essential part of the health care team.

Policy

Guided by Patient/Resident and Family Centred Care Philosophy RHC recognizes the importance of supporting family and caregivers to visit patients/residents while ensuring a restful environment that meets their care needs and wishes.

RHC sites will follow provincial directives and implement risk mitigation strategies to ensure a safe and secure facility. This includes the management of visitors.

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

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

Note:

The definition for Caregiver, Essential Visitor and General Visitor are defined by the Long Term Care Act, and Essential Care Partner and Care Partner is defined by Healthcare Excellence Canada.

Responsibility

- Senior Leadership will support the visiting policy and procedures for all RHC sites in supporting a patient/resident and family centred care philosophy.

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 for LTC/Eldcap sites.

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- 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 patient/resident who is an end-of-life or for other extraneous circumstances.
- Ensure visitors adhere to infection, prevention and control (IPAC) protocols, including any 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 Directors, Managers, Nursing Supervisor will:

- Ensure staff are aware of the visitation policies and procedures.
- Support visitation according to the policies and procedures.
- Collaborate with the patient/resident and their visitors in supporting a patient/resident and family centred care philosophy.

Staff will:

- Support visitation according to the policies and procedures.
- Provide visitors and resident the IPAC Visitor Packages as required in LTC.
- Provide visitors the Visitor Guidelines, as required in LTC.
- Support all visitors in safe IPAC practices such as hand hygiene and required PPE.

All 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 facility if they are having symptoms of an infectious disease.
- Follow RHC Principles of Conduct

Definitions:

Care Partner (CP) is a person identified by the patient/resident and may be a family member, relative, a friend or significant other who provides physical, psychological and/or emotional support.

Caregiver / Essential Care Partner (CG/ECP):

- is a person identified by the patient/resident who will provide physical, psychological, spiritual, and/or emotional support, which is deemed essential to the patient/resident care whether on a paid or unpaid basis. This may include support for decision making, care coordination, and continuity of care. CG/ECP can include family members, close friends, or other Care Partners and are identified by the patient or substitute decision maker.
- Can comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Office of Health or a medical office of health appointed under the Health Protective and Promotion Act

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- 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.

Essential Visitor: A caregiver, a support worker who visits a LTC home or Healthcare facility to provide support to the critical operations of the facility or to provide essential services to the patient/resident, a person visiting a very ill patient/resident for compassionate reasons including but not limited to hospice service or end of life or a government inspector with statutory right to enter a LTC Home to carry out their duties.

General Visitor: is not an essential visitor. Visitors have an important social role but do not participate as active partners in care. The visit is to provide non-essential services related to either a particular patient/resident or the operations of the facility or a group of patients/residents.

Patient- and family-centred/partnered care is an approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare providers, patients, families and caregivers.

References

Visitor Procedure ORG-RES-GEN-201

Healthcare Excellence Canada [Essential Together \(healthcareexcellence.ca\)](https://healthcareexcellence.ca)

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>

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