



Visitor Procedure

ORG-RES-GEN-201

Scope

This procedure 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, Essential Care Partner, Essential Visitor or General Visitor. 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.

Alerts or Notes

Each patient/resident will be able to identify Caregiver/Essential Care Partner (CG/ECP) and Care Partners (CP) on admission, which can be changed throughout the patient/resident admission. In Acute Care it is encouraged to recommend only two people be present at the bedside at any given time.

Caregivers/Essential Care Partner/ Care Partners (CG/ECP/CP) who meet screening requirements are welcome as partners in care to the patient/resident 24 hours a day as determined by the patient/resident wishes. General Visitors are welcome to visit during the hours of 9:00 am to 9:00 pm.

Patients visiting the Emergency Department, or an Outpatient Clinic may invite up to two CG to support them during their visit.

Designated "Quiet Hours" from 9:00pm to 9:00am will be promoted to ensure a restful, healing environment for our patients/residents. Exceptions for CG/ECP or CP to stay during this time must be arranged with the Manager, Nursing Supervisor or Nurse in Charge in advanced and will be limited to one CG/ECP in an effort to minimize the disruption to care and sleep of other patients on the unit.

Children under 14 years of age must be under the supervision of an adult who is not the patient/resident and must not be unattended.

Essential care partner/caregiver or care partner are expected to show respect for other patients/residents by recognizing their needs for privacy, rest, quiet etc. and may at times be required to exit the patient/resident room for privacy concerns or the care needs of the patient/resident or other patients/residents.

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During a declared infectious disease outbreak or other hospital emergency, visiting may be restricted or cancelled to ensure patient/resident and staff safety.

Equipment / Supplies

Hand sanitizer

PPE supplies (mask, gloves, gown, eye protection) as deemed necessary

Visitor Log (LTC)

Procedure

1. Identify who the patient/resident wishes to be noted as their care essential care partner/caregiver and document in the patient/resident EMR and Kardex. If the patient/resident is unable to identify the CG/ECP, the power of attorney for personal care or next of kin will identify the CG/ECP.
2. Request the visitor sign in/out on Resident Visitor Log upon entry/exit to and from Rainycrest, Emo Health Centre and Rainy River Health Centre completing all parts of the log and provide LTC Visitor Guidelines and IPAC Visitor Education Package as required.
3. CG/ECP/CP will self screen for symptoms of infectious disease and follow infection prevention and control practices and requirements, including hand hygiene (on entering and leaving patient/resident room and facility), wearing of PPE as required etc. They are not to visit the facility if they are having symptoms of an infectious disease. Assist and educate with hand hygiene, donning and doffing PPE as required.
4. Collaborate with the patient/resident and their CG/ECP/CP to coordinate their presence as directed by the patient/resident. Active engagement in the patient/resident experience is encouraged to ensure safe delivery of patient/resident centred care. In situations where there are shared rooms additional collaboration with the care team and other patient and their family may occur. To ensure safety and privacy of all patients/residents considerations will also be given to the physical limitations of the space where space may be a challenge.
5. Collaborate with the patient/resident and CG/ECP/CP and care team regarding their desired level of involvement and to monitor the length of visits per patient/resident wishes with respect to other patients that may be impacted. It is important to ensure appropriate sleep and rest is provided to the patient/resident as part of the healing and therapeutic process.
6. An CG/ECP/CP who is staying overnight must remain with the patient/resident and advise staff when they are coming and leaving the Unit. They are expected to respect the quiet hours for other patients/residents and staff. They are responsible for their own personal needs during this time.

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7. CG/ECP/CP must follow RHC Principles of Conduct. Where behaviour is disruptive or infringes upon the rights or safety of others the CG/ECP/CP will be asked to leave.
8. Accommodate special circumstances (i.e. cultural practices) in collaboration with the patient/resident, CG/ECP/CP and unit Manager as appropriate. If special circumstances are granted, the number of people at the bedside is determined by the patient/resident, CG/ECP/CP and the health care team.
9. Unlimited visitors can be identified during palliative end of life care, while engaging with the Unit Manager for advice on the number of people at the bedside at any given time.

Definitions:

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

Caregiver or 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/resident 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
- 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. The visit is to provide non-essential services related to either the operations of the facility or a particular patient/resident or a group of patients/residents.

Supporting / Related References

The following document, policy, process, and/or procedure support or are related to this procedure.

- Visitor Policy ORG-RES-GEN-200

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