

Services for Seniors

Visitor Policy

<p>Policy Number: 01-05-07 Core Component: Safe and Secure Home Program: Administration Author: CQI Risk Management Team Approved by/date: SSMT/June 2022 Review Dates:</p>	<p>Relevant Legislation</p> <ul style="list-style-type: none">• <u>Fixing Long-Term Care Act, 2021</u>• <u>O. Reg. 246/22</u>	<p>Related Documents</p> <ul style="list-style-type: none">• Visitor Education Package• Screening Tool – Indoor, Weekly• Screening Tool – Compassionate Visitors
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1.0 Policy Statement

Halton Region will provide an organized process to allow for safe and secure visitors to regionally owned and operated long-term care homes. Halton Region will 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 Protection and Promotion Act*.

2.0 Purpose

To provide meaningful, equitable, flexible, and safe access to visits for all residents to support their emotional well-being.

3.0 Scope

This policy applies to all individuals visiting the long-term care home.

Services for Seniors

4.0 Definitions & Acronyms

To assist homes in classifying visitors to the home, the following definitions have been provided by the Ministry of Long-Term Care:

Not considered visitors: Long-term care home staff (as defined under the Act), volunteers, and student placements are not considered visitors as their access to the home is determined by the licensee. Infants under the age of one are also not considered visitors and are excluded from applicable surveillance testing requirements.

Essential visitors: As per [O.Reg. 246/22](#) under the [Fixing Long-Term Care Act, 2021](#), there are four types of essential visitors:

- a caregiver, who is a family member, friend of person of importance to a resident and who provides one or more forms of support or assistance, including direct physical support or social, spiritual or emotional support;
- 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 care; and
- a government inspector with a statutory right to enter a long-term care home to carry out their duties.

General visitors: A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. General visitors include 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.

Staff: Those employed by the long-term care home, including agency members.

5.0 Requirements

Designation of a caregiver:

- The designation of a caregiver is the responsibility of the resident and/or their substitute decision-maker with authority to make that designation, if any, and not the home.
- A resident or substitute decision-maker may designate caregivers up to the maximum number indicated in the applicable directive issued by the Chief Medical Officer of Health.

Services for Seniors

- Requests to designate a caregiver can be submitted using the contact information below:
 - Allendale: allendale-general@halton.ca
 - Creek Way: creekway-general@halton.ca
 - Post Inn Village: postinngeneralmailbox@halton.ca
- Any individual younger than 16 years of age must receive approval from a parent or legal guardian to be designated as a caregiver.

Access during an outbreak of a disease of public health significance, an epidemic or a pandemic:

- Essential visitors are the only type of visitors allowed when a resident is isolating or residents in a home or area of the home affected by an outbreak of a pandemic disease.
- General visitors are not permitted to enter the long-term care home under circumstances of an outbreak of a pandemic disease.

6.0 Roles & Responsibilities

The long-term care home will:

- Be responsible for supporting residents in receiving caregivers and visitors while mitigating the risk of exposure to infectious diseases.
- Establish and implement visiting practices that comply with applicable laws, including any applicable directives, orders, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the *Health Protection and Promotion Act*.
- Communicate visiting procedures with residents and families, including infection prevention and control and approach to dealing with non-compliance.
- Respond to non-compliance of visitors in the long-term care home in a way that aligns with the *Fixing Long-Term Care Act, 2021* and applicable directives, orders, advice or recommendations issued by Ontario's Chief Medical Officer of Health or Halton Region's Medical Officer of Health.
- The long-term care home reserves the right to discontinue visits should a visitor repeatedly fail to adhere to this policy.

Services for Seniors

- Maintain a log of all visitors to the long-term care home to be kept for 30 days, which includes the name and contact information of the visitor, date and time of the visit and purpose of the visit (e.g., name of resident visited).

The Manager of Resident Care or Senior Nursing Manager will:

- Ensure staff are aware of the visiting policy and procedures.
- Provide guidance to staff and caregivers as needed on visiting guidelines and processes.

To support essential visitor/caregiver/support worker visits, nursing staff on the home area will:

- Communicate with and assist residents to a visiting area as needed, if not taking place in their room.
- Escort the resident back to their room following a visit, as needed.
- Ensure that residents who are taking part in meals in their room with caregivers are adequately supervised and that residents who are high-risk take part in meals in areas with appropriate access to staff (e.g., common areas).
- Monitor visits to ensure visitors are adhering to all guidelines and requirements, where possible and as needed.

Essential visitors (caregivers and support workers) will:

- Be provided with communication and guidelines for visiting and the visitor education package.
- Adhere to applicable active screening and surveillance testing requirements.
- Attest that they have read/re-read the visitor policy and education package at least once in the past month.
- Be aware that non-adherence to the visitor policy may be the basis for discontinuation of visits.

General visitors will:

- Be provided with communication and guidelines for visiting and the visitor education package.
- Adhere to applicable active screening and surveillance testing requirements.
- Not be permitted to enter if the long-term care home is experiencing an applicable outbreak.
- Be aware that non-adherence to the visitor policy may be the basis for discontinuation of visits.

The resident will:

- When able, designate caregivers and support workers.

Services for Seniors

- Be made aware of visiting guidelines and any changes to the visitor policy.

7.0 Approval

Services for Seniors Management Team (SSMT)/June 2022