

**SENIORS SERVICES POLICIES AND PROCEDURES**

<b>MANUAL:</b> Resident Care and Services	<b>INDEX NO:</b> PCS03-007
<b>SECTION:</b> General	<b>PAGE:</b> 1 of 3
<b>SUBJECT:</b> Visiting Policy	<b>APPROVED BY:</b> DLT
<b>DOCUMENT APPLIES TO:</b> All staff and visitors	Implemented April 6, 2022 Reviewed April 8, 2022 Revised April 8, 2022

A printed copy of this document may not reflect the current. Refer to the electronic version Seniors Services Policy Library

**NOTE:** For visitor requirements during a COVID-19 pandemic, please contact the appropriate home’s Office Assistant for a printed copy of the Visits and Absences during a Pandemic (COVID-19) Policy PCS03-006, from the Resident Care and Services Manual

**POLICY**

The Niagara Region Long-Term Care homes (LTCH) will provide an organized process to ensure a safe environment that follows any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or medical officer of health appointed under the *Health Protection and Promotion Act*

**PURPOSE**

To provide meaningful, equitable and safe access to visits for all residents during non-outbreak situations and during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic

**DEFINITIONS**

Essential Visitor:

- (a) A caregiver;
- (b) A support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents (ex. Physician, nurse practitioner, maintenance, PT/OT, dietician)

- (c) A person visiting a very ill or palliative resident for compassionate reasons including, but not limited to, hospice services or end-of-life care; or
- (d) A government inspector with a statutory right to enter a long-term care home to carry out their duties (ex. Ministry of Long-Term Care Inspector, Ministry of Labour Inspector, Public Health Inspector)

Caregiver: For the purposes of the *Fixing Long-Term Care Act, 2021*, a “caregiver” means an individual who,

- (a) Is a family member or friend of a resident or a person of importance to a resident,
- (b) Is able to 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*,
- (c) Provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual, or emotional support, whether on a paid or unpaid basis,
- (d) Is designated by the resident or the resident’s substitute decision maker (SDM) with authority to give that designation, if any, and
- (e) In the case of an individual under 16 years of age, has approval from a parent or legal guardian to be a designated caregiver

## **DESIGNATING A CAREGIVER**

1. The decision to designate an individual as a caregiver is **entirely the remit of the Resident and/or their SDM**, and not the Home
  - a. The LTCH must keep written record of the caregiver designation
    - i. During the COVID-19 pandemic, please contact the appropriate home’s Office Assistant for a printed copy of Prevention, Containment and Pandemic Management Caregivers Policy RKM00-030, in the Risk Management section from the Resident Care and Services Manual
2. If a caregiver is under the age of 16, approval from a parent or legal guardian is required to permit them to be designated as a caregiver, if applicable

## **PROCEDURE**

### **Non-Outbreak**

1. On admission, the LTCH will provide the Resident and their family / SDM information about home visiting hours through the Resident Handbook
2. There are no restrictions to visiting hours
3. There are no age restrictions for general visitors
4. Visitors are required to come into the home through the main entrance
5. If visiting in the evening, visitors are encouraged to be mindful of other residents in the area that may be sleeping
6. Visitors must sign in when arriving to the LTCH and upon leaving the home, visitors must sign out

### **Outbreak**

1. The LTCH will notify Resident's, family and other visitors of the current status of the outbreak and whether visiting will be limited to only essential visitors
  - a. Homes may limit visitors to only essential visitors as:
    - i. Directed by the local public health unit; or
    - ii. Directed by the Ministry of Long-Term Care or Ministry of Health

## **VISITOR LOGS**

Every LTCH will maintain visitor logs for a minimum of 30 days which include, at minimum:

- (a) The name and contact information of the visitor;
- (b) The time and date of the visit;
- (c) The purpose of the visit; and
- (d) The name of the resident visited.

## **COMMUNICATION OF VISITOR POLICY**

- The visitor policy will be shared with Resident’s Council and Family Council any time the policy is revised
  
- A copy of the visitor policy will be included in:
  - Resident information packages
  - Posted in the LTCH on the Family information board
  - Communicated to Residents’ Council each time the policy is revised
  - Posted on the LTCH’s website

**TABLE OF REVISIONS**

Revision	Date	Description of Revision	Updated by
1	April 6, 2022	Policy created	Manager of Clinical Practice, Associate Director of Clinical & Support Services, Director of Seniors Services
2	April 6, 2022	Policy revision under non-outbreak procedure	Director of Seniors Services