



<b>SUBJECT:</b> Visiting	<b>SECTION:</b> V
<b>EFFECTIVE:</b> July 1998	<b>REVISED:</b> May 2020/September 2020/June2022/Oct2022/March 2023 <b>REVIEWED:</b> Mar 2007, June 2022,
<b>LOCATION MAIN MANUAL (ORIGINAL):</b> Administration	<b>LOCATION SUBSIDIARY MANUALS (PHOTOCOPIES):</b>
<b>APPROVED BY:</b> Administrator	

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## PURPOSE

- To ensure that family relationships with the Residents are supported and enhanced
- To promote the Resident's family, friends, and relatives to participate with the Resident in Fairvern's activities
- To encourage the Resident to participate in the community with Fairvern

## POLICY

This policy is provided to safely receive visitors while protecting residents, staff, and visitors.

Changes to this visiting policy will be communicated communication to families and residents.

The home is open to residents, their family members, and significant others seven days a week.

## PRINCIPLES

This visiting policy is guided by the following principles:

- Safety – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated
- Emotional Well-Being – Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation
- Equitable Access – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents
- Flexibility – The physical characteristics of the home, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies

- Equality – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers
- Visitors should consider their personal health in determining whether visiting a LTC home is appropriate.

## **GENERAL INFORMATION**

Visitors provide important mental, emotional, spiritual, and physical benefits to residents. A resident's right to determine and receive visitors will only be altered in outbreak conditions or due to other risks impacting workforce availability, personal protective equipment availability (PPE), or other events affecting the health and safety of residents, staff, and visitors.

Generally accepted visiting hours to ensure the rights of all residents will be set by the individual home. For ill or palliative/end-of-life residents, visiting by family members or significant others 24 hours per day will be supported.

The Administrator or designate reserves the right to alter the visiting practices of the home during an outbreak and at other times under the direction of the local Medical Officer of Health, Chief Medical Officer of Health, or other provincial directives.

Homes will maintain the required visitor logs for a minimum of 30 days.

## **PROCEDURE**

Upon admission to the home, the resident, family members, and significant others will be provided with a copy of the home's *Visiting Policy*.

A copy of the *Visiting Policy* will be provided to both the Resident and Family Councils, posted in a public location within the home for ease of reference, and posted on the home's website.

All visitors to the home will be required to sign in and sign out of the Home on the Visitor Log sheet and provide their name, contact information, time and date of the visit, the purpose of the visit and the name of the resident visited. Visitor logs will be maintained by the home for a minimum of 30 days.

## **TYPES OF VISITORS**

### **Essential Visitors**

There are no limits on the total number of essential visitors allowed to come into a home at any given time. Essential visitors are the only type of visitors allowed when there is an outbreak in a home or area of a home or when a resident has failed the screening, is symptomatic, or in isolation.

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

- a) a caregiver, as defined under section 4 of O. Reg. 246/22,
- 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,
- c) a person visiting a very ill 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.

Under O. Reg. 246/22 s. 4, a caregiver is defined as an individual who:

- a) is a family member or friend or 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 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 designated as a caregiver.

### **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. This would include hairdressers and or barbers.

All visitors will be encouraged to stay up to date with vaccinations. All individuals, whether or not they have received a COVID-19 vaccine and/or are up to date with COVID-19 vaccines, must continue to practice the recommended public health measures and comply with all applicable laws for the ongoing prevention and control of COVID-19 infection and transmission.

General visitors are not permitted to visit when:

- a) a home is in an outbreak;
- b) to visit an isolating resident, and
- c) when the local public health unit so directs.

### **Support Workers, General Visitors, and Designated Caregivers**

All visitors (regardless of type) will be required to wear a surgical/procedure mask for indoor visits at all times with the exception of visiting in a Resident's room. Visitors are

permitted to remove their mask when visiting in a resident room or designated space. In the event that a staff member or any other individual enters the room the mask must be worn.

The process for designating an essential caregiver by a resident or SDM must be made in writing and is entirely the decision of the resident/SDM. The home will maintain a current list of designated essential caregivers to the home. The home reserves the right to investigate the designation of an essential caregiver if it does not meet the definition of *caregiver* as identified in this policy.

Caregivers and general visitors may accompany a resident for meals in designated areas to assist a resident with eating, however the visitor should always remain masked while in the home and not eat with the resident, unless in a designated area where there are no other individuals.

All visitors may join in activities.

Staff will respect the resident's right to have privacy during visits.

### **Not Considered Visitors**

- Long-term care home staff (as defined under the Fixing Long-Term Care Act, 2021), volunteers, and student placements are not considered visitors as their access to the home is determined by the licensee.
- Infants under the age of 1 year are not considered visitors and are excluded from testing requirements.

### **VISITATION RESTRICTIONS**

Staff who have concerns regarding a visitor to the home are to immediately inform their Supervisor/Manager.

The Supervisor/Manager is to immediately inform the home's Administrator or designate of the expressed concern.

Following investigation of a concern should the home's Administrator or designate determine that there are safety risks associated with a person visiting the home, visitation to the home can be either restricted or terminated. Visiting will only be restricted or terminated where there is risk or safety concerns for residents, other visitors or staff and is a last resort if no other options to safe visiting can be determined or negotiated.

Restrictions that may be imposed include but are not limited to:

- Visitation during the hours that the Administrator is in the home;
- Supervised visitation with another family member being present;
- Set hours for visitation; or
- Other visitation restrictions as decided by the Administrator

When restricting visitation, the Administrator or designate will inform the MLTC. A copy of the letter restricting visiting will be forwarded to the MLTC Service Area Office.

The Administrator or designate will meet with persons who are having visitation restricted to outline the reason for the restriction and the home’s expectation regarding their visitation.

The Administrator or designate will inform all Supervisors and Managers of people who have visitation restrictions.

Visitation restrictions will be reassessed by the Administrator or designate on a weekly basis.

The home will comply with all current MLTC, Chief Medical Officer of Health and Public Health Directives, guidance documents and communications relating to access to the home by visitors at all times.

## ACCESSIBILITY

Fairvern will meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005. A support person for accessibility reasons such as supporting a visitor with communication, mobility or personal care will be required to meet the same screening and PPE requirements as visitors.

## OUTBREAK

In the event that Fairvern enters into an outbreak, the home must end all general visits immediately. During an outbreak, and/or a suspected or confirmed case of COVID-19, the local public health unit will provide direction on visitors to the home, depending on the specific situation. Homes must comply with all Chief Medical Officer of Health directives pertaining to outbreaks and follow directions from the local public health unit.

## DECLARED OUTBREAK

If the Home is in a Declared Outbreak of a reportable communicable disease, please refer to the table below to changes to the policy.

TYPE	Non-Outbreak	Outbreak
<b>General Visitors (INDOOR VISITS)</b>	<p>All general visitors, including children under the age of 5, can enter the long-term care home.</p> <p>All visitors shall be encouraged to stay up to date with vaccinations and all individuals, whether or not they have received a COVID-19 vaccine and/or are up to date with</p>	<p>General visitors are not permitted:</p> <ul style="list-style-type: none"> <li>• when a home or area of a home is in outbreak; or</li> <li>• to visit an isolating resident when the</li> </ul>

	<p>COVID-19 vaccines, must continue to practice the recommended public health measures and comply with all applicable laws for the ongoing prevention and control of COVID-19 infection and transmission.</p>	<p>local public health unit so directs.</p> <p>There are no restrictions on the number if the resident is receiving end of life care.</p>
<p><b>General Visitors (OUTDOOR VISITS)</b></p>	<p>There are no limits on the number of visitors permitted at outdoor visits, and homes can return to their regular practices on the use of their available outdoor spaces.</p> <p>Homes should not restrict individuals from outdoor visits based on vaccination status.</p> <p>Homes should ensure physical distancing (a minimum of two metres or six feet) is maintained between groups.</p>	<p>General visitors are not permitted:</p> <ul style="list-style-type: none"> <li>• when a home or area of a home is in outbreak;</li> <li>• to visit an isolating resident; or</li> <li>• when the local public health unit so directs.</li> </ul>
<p><b>Designated Caregivers</b></p>	<p>Caregivers must be at least 16 years of age.</p> <p>Homes will have a procedure for documenting caregiver designations.</p> <p>The decision to designate an individual as a caregiver is entirely the decision of the resident and/or their substitute decision-maker and not the home.</p>	<p>Caregivers may visit if the resident resides in an area of the home in outbreak, is symptomatic or is isolating under additional precautions.</p> <p>No restrictions on number if the resident is receiving end of life care.</p>

**EDUCATION RESOURCES (Linked below)**

[Public Health Ontario Resources](#)

[Education for PPE Donning and Doffing](#)

[Donning PPE Video](#)

[Doffing PPE Video](#)

[How to Wash Your Hands Video](#)

[How to Hand Rub Video](#)