

DIVISION:	Administration		
POLICY SECTION:	Long Term Care and Seniors Services	EFFECTIVE DATE:	June 2022
SUBJECT:	Visitor Policy		
POLICY NUMBER:	ADM E-40	SUPERCEDES:	February 2022

1. PURPOSE

The Fixing Long Term Care Homes Act supports the resident’s right to receive visitors of their choice and to be able to consult in private with any person without interference. The purpose of this policy is to provide guidance and direction for staff in supporting residents with visits from family and friends while maintaining the safety of the other residents and staff in the Home.

2. POLICY STATEMENT

Residents will be supported to receive and have visits from family and friends of their choosing limited only during outbreak situations where, in the opinion Public Health, limiting visits in the Home is in the best interest of the residents for a duration determined by the outbreak protocols

3. SCOPE

This policy applies to all residents in Long Term Care Homes and Retirement Home

4. DEFINITIONS

Designated Caregiver- FLTCHA, 2021, s. 267 (4) definition of a visitor is a person who:

- Is a caregiver or support worker who visits the Home to provide support to the critical operations of the Home or to provide 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
- A government inspector with a statutory right to enter a LTC Home to carry out their duties

General Visitor-

Any other member of the public who is visiting the resident for social purposes.

5. PROCEDURE

1. PROCESS FOR VISITORS DURING NORMAL OPERATIONS

- a) Visitors must adhere to any current surveillance screening and testing in place at the time of the visit as required by the Ministry of Long Term Care, Medical Officer of Health or local Public Health unit;
- b) All visitors and essential caregivers entering the Home must be fully vaccinated against COVID-19 unless they have a valid documented medical exemption or in end of life situations
- c) Unvaccinated visitors are permitted to visit with their family member outdoors or on outings.

- d) Typical visitation hours are from 0900 am to 2100 hrs. Visitors outside of those times are permitted but should make every attempt to respect resident meal times and when residents retire at night, especially when a resident is in shared accommodations.
- e) There is no limitations on visits for end of life residents, but considerations are required to respect the residents sleep and privacy needs when in shared accommodations.
- f) All visitors must sign in and out of the Home and include, their name, contact information, the date and time of the visit and the name of the resident they visited.
- g) Visitor logs will be maintained for 30 days.
- h) All visitors are expected to adhere to the [Visitor Guidelines](#) when visiting within the Home.

2. VISITORS DURING OUTBREAK

- a) During an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic, general visitors may be restricted
- b) Designated Caregivers will be permitted to visit the resident to which the caregiver designation is assigned except where applicable directives, orders, guidance advice or recommendations from the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act advises otherwise;
- c) During an outbreak, visiting hours may be adjusted, except in end of life situations;
- d) All requirements for screening and personal protective equipment and Infection Prevention and Control guidelines will be required for Designated Caregivers entering the Home;

3. DESIGNATION OF CAREGIVERS

- a) Designation of Caregivers is entirely the responsibility of the resident/Substitute Decision Maker.
- b) Designated Caregivers must be at least 16 years of age. Designated Caregivers under the age of 16 years requires the approval of a parent or legal guardian to permit the designation of Caregiver for a resident.
- c) The maximum number of designated caregivers is 4 per resident.
- d) Designated Caregivers are required to adhere to the current immunization policies and provide proof of vaccination prior to designation being granted.

4. PROCESS FOR DESIGNATION

- a) The Resident/Substitute Decision Maker (SDM) will contact the Home and a teleconference will be arranged between the SDM and the DRC/Supervisor, Senior Services or Administrator/Director.
- b) Once the validity of the SDM is confirmed, Management will review the policy and expectations with the SDM. The "Designation of Caregiver" form will be prepared in anticipation of the first visit
- c) The Designation of Caregiver form must be signed by SDM and designated individual, as well as Management prior to the initial visit.
- d) The original of the form will be maintained by the Home and a copy provided to the designated individual
- e) A tracking sheet will be maintained by the Home of all individuals designated as caregivers
- f) A request for a change in designation of individuals must be made in writing to the Home and will be reviewed by Management. If a request for change is denied, the reason for the denial will be provided in writing.

5. PROCESS FOR RESCINDING VISITING PRIVILEGES

- a) Unacceptable behaviour on the part of a visitor, such as loud and disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident and infringement of the visitor guidelines for visitors will not be tolerated, and may result in visiting restrictions, visiting prohibition, or legal action.
- b) Visits may be ended at the discretion of the Home's Management Team after repeated non-adherence provided the Home has explained all applicable requirements and expectations to the visitor
- c) Any decision to temporarily prohibit a visitor will be made after all other reasonable efforts to maintain safety during visits has been exhausted. The decision to prohibit visitation will be communicated to the visitor in writing and a record will be maintained at the Home including length of restriction and requirements that need to be met before resuming visits

SUPPORTING DOCUMENTS

[Designation of Caregivers](#)
[Caregiver Declaration form](#)
[Visitor Guidelines](#)



Guidelines for Visitors

September 2017

The County of Simcoe believes the presence of family, friends, and the community are important components of a high quality of life for those residing in a Long Term Care facility. The County of Simcoe has established guidelines to facilitate this involvement in order to protect residents, employees, visitors, and the community's right to privacy and confidentiality, as well as the right to be cared for, visited, and work in a safe environment. Please adhere to the following guidelines when visiting a County of Simcoe Long Term Care home.

When planning a visit:

- Please do not visit the home if you feel sick, unwell or have symptoms of a cough, cold, fever, stomach virus (e.g. diarrhea or vomiting), or any other contagious condition
- Visitors are expected to abide by the home's established policies and procedures, and any other applicable communication or legislation
- Visitors are encouraged to refrain from wearing scented products
- Visitors who are legally prohibited from contacting a resident are not permitted to visit

When visiting the home:

- All visitors must sign in upon arrival to, and exit from, the home
- Please use available parking spots, or park on the street (if permitted). Do not use reserved or resident designated spots. The driveway in front of the home can be used for pick up/drop off (no standing or parking), and must be available at all times for emergency vehicles
- Visitors are asked to be respectful towards all residents, staff, and other visitors
- Visitors are asked to be respectful of the goods and property of others
- Activity room fridges are for resident-use only. Any resident items put in fridge must be labelled with the residents name and the date it was placed in the fridge. Items will be discarded by staff if unlabeled, expired, or as needed for resident safety
- Visitors to the home are welcome to visit with the resident on the Resident Home Area where they reside, or common public areas, and must stay with the resident at all times while in any area of the Home.

- All visitors must sign the resident out of the Resident Home Area when going to other public areas in the building, or leaving the building. A staff member should also be advised. Do not let residents follow you off the unit into elevators or exit doors unless attended.
- Non-family members are not permitted to visit a resident in a private room unless expressly invited by that resident or family
- Visitors are expected to respect the rights of all residents and families, including not monopolizing common spaces on Resident Home Areas
- Visitors are not permitted in non-resident areas. This includes, but is not limited to, nursing stations, staff rooms, conference rooms, storage rooms, utility rooms, and home service areas such as laundry and receiving
- Children must be supervised by a responsible adult at all times
- Pets must be leashed, well-mannered and have updated rabies, distemper and other commonly required vaccinations. Supporting documentation may be requested
- During winter months, visitors are asked to take care to ensure they have removed excess snow from clothing and footwear; resulting puddles could become a hazard

Health and Safety

- Regular cleaning of hands reduces the spread of infection. Please clean your hands frequently when visiting. Cover coughs or sneezes with tissue or crook of arm. Please refrain from touching your face
- If Infection Control Precaution signage is posted, please check with the nursing staff for further direction prior to entering room
- Should the home experience an outbreak, visitors are expected to respect the restrictions that may be put into effect on consultation with Public Health
- Follow staff instruction in the event of an emergency
- Visitors will refrain from providing personal care to residents for which knowledge, education, and certification may be required. Do not bring in medications and leave in resident room, always give to the nurse.

Privacy

- The privacy of all residents, staff and other visitors must always be respected
- Staff are only able to provide updates on a Resident's specific condition to one documented designated person
- Visitors, including family, must not take pictures, voice or video recordings of any residents, staff or other visitors without the express consent of the individuals involved.
- Visitors will be requested to leave a resident's room when care is being provided
- All visitors, including family and substitution decision makers, wishing to video or use others forms of electronic surveillance of a resident, must advise the Home's Administrator and follow the Home's guidelines on privacy requirements.

Other

- Food and fluids are available for resident consumption only. Meal tickets can be purchased from the Administration Office in advance.
- Supplies and equipment within the home are not available for use by visitors without the express permission of the home
- Smoking is prohibited in the home and within nine metres surrounding any entrance/exit. Smoking is only permitted in designated areas on the home grounds
- The consumption of alcohol is strictly prohibited by visitors
- Possession and use of street drugs and/or weapons is strictly prohibited

Unacceptable behaviour on the part of a visitor such as loud and disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident, and infringement of the guidelines for visitors will not be tolerated, and may result in visiting restrictions, visiting prohibition, or legal action.