



POLICY AND PROCEDURE

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HOME:	Caressant Care Nursing & Retirement Homes Ltd.	Policy ID:	LTC-IPAC-S10-90.0
SUBJECT:	LTC Visiting Policy	ISSUING AUTHORITY:	
EFFECTIVE DATE:	SUPERCEDES:	REVIEWED DATE:	
June 26, 2023	September 27, 2022	June 26, 2023	

PURPOSE:

To provide guidance to Long-term Care (LTC) Homes on how to implement visiting to the Homes.

The Home(s) recognize the role that families, friends, and visitors play in providing caregiving and emotional support that adds to the quality of life of our Residents. Visitors are welcome into the Homes and the visitor policy respects the Resident's Bill of Rights. Rules for LTC visits continue to be in place to protect the health and safety of the Residents, staff, and visitors, while receiving the care they need and maintain their emotional well-being.

GUIDING PRINCIPLES:

All visits are guided by the outlined principles from the Ministry of Long-Term Care, which are as follows:

- **Safety:** any approach to visiting in our Homes must consider balance and meet the health and safety needs of Residents, team members, visitors, and ensure risks are mitigated
- **Emotional Well-being:** Allowing visitor is intended to support the emotional well-being of Residents and their families/friends, through reducing any potential negative impacts related to social isolation.
- **Equitable Access:** All individuals seeking to visit a Resident will be given equitable access, consistent with Resident preference and within reasonable restrictions that safeguard Residents.
- **Flexibility:** the physical/infrastructure characteristics of the Home, its team member availability, whether the Home is in outbreak, and the status of the home with respect to Personal Protective Equipment (PPE) are all variables to consider when setting Home specific policies.
- **Equality:** Residents have the right to choose their visitors. In addition, Residents and/or their substitute decision makers (SDM) have the right to designate caregivers.

Every Resident has the right to safe and ongoing support to guide their social, physical, mental, and social wellbeing, and their quality of life by their caregiver as well as to assist in contacting a caregiver or other person to support their needs

Every Resident who is very ill or is dying has the right to have friends and family present



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24 hours a day.

TYPES OF VISITORS:

1. Essential Visitors (4 types)

- A Caregiver- see box below for guidelines on process for designation
- A Support Worker
- 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 home to carry out their duties

2. General Visitors

(See appendix A for description of each visitor)

NOT CONSIDERED VISITORS:

- LTC team members
- Volunteers
- Student placements
- Infants under the age of one

PROCEDURE:

1. All visitors and caregivers that enter the Home must undergo passive screening. Any visitor that fails the screening should not enter the Home unless visiting a Resident receiving end-of-life care.
2. Homes must provide education/training to all visitors about respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE. Such training shall include information from Public Health Ontario:
 - guidance document: [recommended steps: putting on personal protective equipment](#)
 - video: [putting on full personal protective equipment](#)
 - video: [taking off full personal protective equipment](#)
 - videos: [how to hand wash](#) and [how to hand rub](#)



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3. Home must ensure that all visitors have access to this policy.
4. All types of visitors must respect the Resident Bill of Rights, not visit when feeling ill, comply with the homes IPAC protocols including proper use of personal protective equipment as required, perform hand hygiene. Visitors will be offered masks to wear during their visit. While they are encouraged, they are not required.
5. The number of visitors (including caregivers) for indoor visits is unlimited when the Home is not in outbreak. Support workers do not count towards the maximum number of visitors. When in outbreak, the number of visitors may be restricted at the discretion of the local PHU.
6. There are no limits to the number of visitors permitted for outdoor visits and masking of Residents and visitors outdoors is no longer required.
7. Recognizing that some caregivers may support or volunteer with more than 1 resident, in the event of an outbreak, caregivers may support up to 2 Residents who are COVID-19 positive, provided the Home has obtained consent from all involved Residents (or their Substitute Decision Makers).
8. Caregivers may also support more than 1 Resident in non-outbreak situations as long as consent has been obtained.
9. All visitors that enter the home regardless of vaccination status, must undergo passive screening. Signage will be posted in each Home directing visitors what to do should they fail screening.

Exemptions to screening apply to:

- Emergency first responders
 - Outdoor visitors
 - Visitors for Residents receiving end of life care
 - Inspectors with a statutory right of entry
10. In the case where a Home's local public health unit directs the Home in respect to the number of visitors allowed, the Home must follow this direction.



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11. Any non-adherence to this policy will be the basis for discontinuation of visits or caregiving. The Home will:
- Recognize that visits and caregiving are critical in supporting a resident's care needs and emotional well-being
 - Consider the impact of discontinuing visits on the Resident and
 - Make every reasonable effort to ensure that any disruption to visiting/caregiving is reflective and proportionate to the severity of the non-adherence
 - Protect Residents, team members, and visitors in the home from the risk of COVID 19 and other infections.
12. The Home may temporarily prohibit a visitor in response to repeated and serious non-adherence with the Home's visiting policy (upon 3rd incident).
- The Home ED will make the final determination to discontinue visiting and will advise the visitor of this finding in writing. This decision should only be made after all other reasonable efforts to maintain safety during visits has been exhausted.
 - The Home will stipulate a reasonable length of time in which the visitor is not permitted to visit the Home.
 - Prior to reinstating a visitor, the Home will clearly identify what requirements the visitors must meet before visits may be resumed (e.g., reviewing the home visiting policy, reviewing Public Health Ontario resources etc.)
 - Records will be kept of all incidents and when all incidents resulted in the discontinuation of visiting.
 - Where the Home has prohibited an essential caregiver from coming into the Home, the Resident/SDM may need to designate an alternative individual as a caregiver to assist with the needs of the Resident.
13. If a visitor demonstrates repeated incidents (3rd incident) of non-adherence where the Home has provided the visitor with education explaining the necessary requirements and has ensured that the visitors are provided with sufficient time and resources to adhere to the requirements and the Home DOCs and/or ED have made themselves available to discuss any parts of this policy with visitors as required (dates and times of session should be recorded), the ED or designate will ask the visitor to speak in a private area. The visitor will be informed that their visit is ending and why. The visitor will be asked to leave the home immediately and the Home will document the ending of the visit due to



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non-adherence.

14. While the Home is not required to supervise visits, they have the discretion to do so to manage the health and safety of Residents, team members, and visitors (e.g., monitoring the flow of visitors to ensure sufficient physical distancing is maintained, supporting residents during their visits, etc.). If the Home's ED determines that supervision is required, supervision will be conducted in a manner that:
 - Respects the Resident's right to communicate in confidence.
 - Receive visitors of their choice and
 - Consult in private with any person without interference.
15. Pets are allowed to visit. Visitors must keep the pet on a leash and only allow the resident they are visiting to be in contact with the pet. Visitors must adhere to all pet visiting policies.
16. Tours of the Home: In person tours for prospective Residents are always permitted, including during an outbreak, however outbreak areas of the Home should be avoided. Proper PPE is required. Tours may be halted at the direction of local PHU.
17. Gifts and Food: all items (including food) that visitors wish to give Residents must be clearly labeled with the Resident's name on the container.
18. The visitor policy will be well communicated and is provided to Resident council and family council; will be posted in the home and on the Homes' website and Included in the Resident information package upon move-in.

See Also:

Designation of Essential Caregiver(s) Form



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Guidelines for Designating an Essential Visitor (Caregiver)

There is no maximum number of designated caregivers are permitted per resident.

Decision to designate an individual as a caregiver is entirely the remit of the resident/SDM and not the home.

The resident/SDM shall document their designates of the "Designation of Essential Caregiver(s)" form. The Home will retain the form for their records and reference.

A resident/SDM may change a Designation in response to a change in:

- Residents care needs that are reflected in the plan of care
- Availability of a designated caregiver, either in temporary(illness) or permanent

If a resident and/or SDM wish to make a change to a designate they may do so by contacting the home and make a request to complete a new Designation Caregiver(s) form.

Caregivers under the age of 16 must have consent of their parent or guardian.

Caregiver must sign a confirmation of receipt of education form acknowledging that they understand the education provided, had an opportunity to ask questions, received satisfactory response, and their responsibility to follow all requirements. Verbally attest to reviewing the home's policy at least once every month thereafter.



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APPENDIX A- VISITOR DEFINITIONS

Four Types of essential visitors:

People visiting very ill or palliative residents – for compassionate reasons, hospice services, end-of-life care

Government Inspectors with a statutory right of entry – government inspectors who have a statutory right to enter a LTC home to carry out their duties must be granted access to a home. E.g.: MLTC Inspectors, MOL Inspectors.

Support Workers: means a person who visits a home to provide support to the critical operations of the home or to provide essential services to a resident. Essential services include, but are not limited to, services provided by regulated health professional's emergency services, social work, moving services, legal services, post-mortem services, maintenance and repair services, food and nutrition services, water and drink dietary services, mail, delivery and courier services, assistive device program vendors, moving a resident in or out of a home, assessment, diagnostic, intervention/rehabilitation and counselling reservices and election/voting services.

Caregiver – means a type of visitor who is visiting the home to provide direct care to meet the essential needs of a particular resident. Caregivers and must be designated by the resident or his/er substitute decision maker (if any). Caregivers under the age of 16 must have consent of their parent or guardian. Direct care includes providing support or assistance to a resident that includes providing direct physical support (for example, eating, bathing, and dressing) and/or providing social and emotional support.

Examples of direct care provided by caregivers include but are not limited to the following:

- Supporting activities of daily living
- Providing cognitive stimulation
- Fostering communication
- Providing meaningful connection and emotional support
- Offering rational continuity assistance in decision-making

Examples of caregivers include:

- Friends and family member who provide meaningful connection
- A privately hired caregiver
- Paid companions
- Translator

General Visitors: Individuals who are not essential visitors who are visiting the home to provide non-essential services related to either the operations of the home or a particular resident or group of residents. This excludes



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children under the age of one.

General Visitors include individuals visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment or individuals touring the home.

Support Person – Individuals who help a person with a disability perform daily tasks. A support person may accompany an essential caregiver, support worker or general visitor in the Home.