



Caressant Care Nursing and Retirement Homes Limited

POLICY NO.

POLICY TITLE:
LTC - Visiting Policy

Purpose:

To provide guidance to Long Term Care homes on how to implement visiting to the Homes.

Rules for LTC Home visits continue to be in place to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the care they need and maintain their emotional well-being. These rules are in addition to the requirements established in the LTCA and Ontario Regulation 79/10.

This visiting policy is guided by the following principles:

Guiding Principles:

- **Safety:** any approach to visiting in our homes must consider balance and meet the health and safety needs of residents, staff, 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 staff availability, whether the home is in 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 (SDM) have the right to designate caregivers.

LTC Homes Responsibility:

- A process for communicating with visitors/caregivers about the resumption of visits and the associated procedures, including but not limited to, infection prevention and control (IPAC), scheduling and any care Home-specific policies. This process will include sharing an information package with visitors on IPAC, the use of surgical/procedural masks and eye protection, and other operational procedures such as limiting movement around the Home, if applicable, and ensuring visitors' agreement to comply. Home materials will include an approach to dealing with non-adherence to Home policies and procedures, including the potential for discontinuation of visits.
- Protocols in place to maintain the highest of IPAC standards prior to, during and after visits.
- For outdoor visits: Where possible, a covered area for screening outside; an outdoor visiting area that does not require the visitor to travel through the Home; outdoor visiting area to be marked clearly with location for resident to sit that is 6 feet away from the marked visitor space; outdoor chair to be provided for both resident and visitor.

- LTC Homes are responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19
- Homes must maintain a list of visitors that is available for staff to access
- Where it is not possible or in-person visits, the Homes will continue to provide virtual and window visits as visiting options where possible.

Visitor Responsibilities:

- a. Consider their personal health and susceptibility to the virus in determining whether visiting a LTC home is appropriate.

- b. Pass active screening every time they are on the premises of or enter the Home.

NOTE: Essential caregivers must pass the Home's active screening tool upon entry and exit of the Home.

- c. Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.

NOTE: There are circumstances outlined in this policy that renounce the necessity for demonstrating a negative COVID-19 test result and attestation.

- d. Comply with Home's IPAC protocols, including proper use of surgical/procedural masks and eye protection for indoor visitors. The indoor visitor must wear the surgical/procedural mask and eye protection at all times while in the Home and other PPE as required.

- e. Use the provided alcohol-based hand rub (ABHR) when arriving at the screening desk, throughout the visit as needed and upon leaving the Home's property after the visit.

Types of Visitors- see Appendix A: Definitions: Types of Visitors

Procedure:

As the pandemic situation evolves in Ontario, direction regarding visiting to the Homes will be adjusted as necessary.

The provincial government has developed the *COVID-19 Response Framework: Keeping Ontario Safe and Open* to direct local Public Health Units on regional health measures and sector-specific public health and workplace safety measures to respond to local activity, transmission and surge capacity. Local Medical Officers of Health may implement additional restrictions or requirements based on COVID-19 activity levels in their respective regions.

The *COVID-19 Response Framework: Keeping Ontario Safe and Open* categorizes public health regions into five (5) levels: Prevent-Green; Protect-Yellow; Restrict-Orange; Control-Red, and Lockdown-Grey being a measure of last and urgent resort. Measures and restrictions as they apply to visiting Homes are outlined below.

1. Access to the Home & Outbreak Units During an Outbreak

As per Directive #3 - **only essential visitors** are allowed into the home when a resident is self-isolating or symptomatic, or when the home is in an outbreak.

Status (indoor or outdoor visits)	Essential Visitors	General Visitors
If the local PHU is in the GREEN -Prevent or Yellow -Protect Level, and the Home is NOT in an Outbreak.	<ul style="list-style-type: none"> • Visits are permitted • A maximum of 2 caregivers per Resident may visit at a time 	<ul style="list-style-type: none"> • Visits are permitted • A maximum of 2 general visitors per resident may visit at a time • General visitor younger than 14 years of age must be accompanied by an adult
If the local PHU is in the ORANGE - Restrict, RED -Control, GREY -Lockdown, or the Home IS in Outbreak.	<ul style="list-style-type: none"> • Visits are permitted • A maximum of 1 caregiver per resident may visit at a time • A caregiver may not visit any other resident or home for the next 14 days 	<ul style="list-style-type: none"> • Visits are NOT permitted
If a resident is self-isolating or symptomatic	<ul style="list-style-type: none"> • A maximum of 1 caregiver may visit that resident at a time • A caregiver may not visit any other resident or home for the next 14 days 	<ul style="list-style-type: none"> • Visits are NOT permitted

In addition, during an outbreak, and/or suspected or confirmed case of COVID-19, the local public health unit (PHU) will provide direction on visitors to the home, depending on the specific situation. Note- all above mentioned visit are subject to the direction from the local public health unit.

2. Number of Visitors Permitted:

Support Workers- there is no limit to the number of support workers that can visit at one time. See above chart for remaining visitor limits.

3. Active Screening:

- As per Directive # 3 - Active screening applies to all types of visitors.
- All visitors will be actively screened for COVID-19 symptoms including a temperature check, upon every arrival to the home.
- Visitors must attest to not be experiencing any of the typical or atypical symptom of COVID-19.
- **Visitors must verbally attest to not having exposure to an individual who is suspect or confirmed COVID-19 and have their temperature checked.** See *Visitor Screening Documents*.
- If they fail screening, the visitor will NOT be permitted to enter on that occasion and should be given the **Provide Public Health Ontario How to Self-Isolate Fact Sheet**

Additional Requirements for Essential Caregivers

In addition to the screening requirements for all visitors, essential caregivers must:

- Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another LTC home in outbreak in the past 14 days.
- Receive education on the Home's visitor policy and on infection prevention and control practices, including Public Health Ontario's guidance on hand hygiene and donning and doffing personal protective equipment (PPE).
- Sign a Confirmation of Receipt of Education form acknowledging their understanding of the education provided, that they had an opportunity to ask questions and received a satisfactory response, and their responsibility to follow all requirements.
- Verbally attest to reviewing the Home's policy at least once every month thereafter.

Additional Requirements for Support Workers

In addition to the screening requirements for all visitors, support workers must:

- a. Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.

Where a support worker requires immediate access to the Home in an emergency situation, the support worker is not required to demonstrate that they have received a negative COVID-19 test result or verbally attest to not subsequently having tested positive.

Additional Requirements for General Visitors

In addition to the screening requirements for all visitors, general visitors must:

- Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another LTC home in outbreak in the past 14 days.
- Receive education on the Home's visitor policy and on infection prevention and control practices, including Public Health Ontario's guidance on hand hygiene and donning and doffing personal protective equipment (PPE).
- Sign a Confirmation of Receipt of Education form acknowledging their understanding of the education provided, that they had an opportunity to ask questions and received a satisfactory response, and their responsibility to follow all requirements.
- Verbally attest to reviewing the Home's policy at least once every month thereafter.

Additional Requirements for Support Persons

Support Persons help individuals with a disability perform daily tasks. A visitor may require a support person to help them visit an LTC Home. In addition to the screening requirements for all visitors, support persons must:

- Demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.
- Verbally attest to not have visited another resident who is self-isolating or symptomatic in the past 14 days.
- Verbally attest to not have visited another LTC home in outbreak in the past 14 days.
- The Support Person does Not count towards the maximum number of visitors
- If accompanying a Designated Essential Caregiver, the Support Person does not have to be designated

Visitors who need a support person should inform the Home in advance of their visit so that the Home can prepare accordingly.

Requirements for Government Inspectors

Government inspectors have the authorization to enter a LTC home/care community to carry out their duties. In addition to the screening requirements for all visitors, government inspectors must:

- Confirm that they have received a negative COVID-19 test result at intervals specified in provincial mandates.

Government inspectors are not required to attest to not have visited another LTC home/care community in outbreak in the past 14 days.

Note- Proof must be demonstrated by providing the home the results of the test (e.g., printout or on a mobile device) showing the individuals name, test date and result. The date of the person test/swab is day "one" of the requirement for proof, not the date that the test results were received. As such, to remain compliant with the above, visitors who attend the home on a weekly basis may need to be tested in shorter intervals in order to ensure their results are received and available for presentation to the Home.

Additional Considerations for Essential Visitors

Per Directive #3, an essential visitor includes a person who is visiting a very ill or palliative resident. Under these emergent circumstances, essential visitors are not required to demonstrate that they have received a negative COVID-19 test result at intervals specified in provincial mandates and the Home's surveillance testing policy.

4. Personal Protective Equipment (PPE):

Essential Visitors- homes are required to provide a surgical/procedural masks, gloves, gown, and eye protection (face shield or goggles) for essential visitors as per Directive #3.

General Visitors- are responsible for bringing their own cloth mask of face covering for outdoor visits. Homes will provide general visitors with a surgical/procedural mask for indoor visit as per Directive #3.

Masks must be worn throughout the entire visit whether the visit takes place indoors or outdoors. If a general visitor has forgotten their mask, the home will provide one as supply allows. Homes will not

access/use their pandemic supply for the purposes of visiting. In the event there is a shortage of PPE, visitor access may be immediately subject to change.

Use of alcohol-based hand rub (ABHR) when arriving at the screening desk, throughout the visit as needed and upon leaving the visiting area/Home is recommended.

5. Designation of Essential Caregiver

- Each Resident and/or SDM may designate a maximum of 2 essential caregivers per resident at one time
- The caregiver must be at least 18 years of age
- The decision to designate an individual as a caregiver is entirely the remit of the Resident and/or their SDM and not the home
- The Resident and/or SDM shall document their designates on the “*Designation of Essential Caregiver(s)*” Form. The home will retain the form for their records and reference.
- A Resident and/or SDM may change a designation in response to a change in:
 - Resident’s care needs that are reflected in the plan of care
 - Availability of a designated caregiver, either temporary (e.g., illness) or permanent
- If the 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 of Essential Caregiver(s) form.
- Essential caregivers should maintain physical distancing from the resident for whom they are designated caregiver for, unless they are providing direct care.
- In a case of a shared room, the essential caregiver must remain on their resident’s side of the room only. The essential caregiver may assist in the dining room with their resident only.

6. Managing Visits Pre-Arranged Visits:

All visitors to the homes must pre-arrange their visits, except for those who are essential caregivers. Homes may NOT require scheduling or restrict the length or frequency of visits by caregivers. When scheduling visits, the home needs to consider the needs of the residents, their clinical and emotional well-being, and the total number of visitors to the home. Homes should also consider staffing capacity for transferring resident into and out of visiting location, and escorting general visitors to the visiting location, along with the space available in the location for physical distancing.

- Visiting times, will be posted in the home and shared with Residents and families.
- Visitors will call the home to arrange a date and time for their visit
- Visiting is not permitted during meal times unless the Resident is receiving palliative care or care is being provided by an essential caregiver
- Visiting times will not be less than 30 minutes, starting from the time the visitor and Resident arrive in the visiting area
- Visiting times are limited to a total of ____ minutes per visit (inclusive of bringing the Resident to and from the visiting areas)
- The maximum number of indoor visitors permitted in the home at one time shall not exceed ____ visitors per day
- Each resident will be allowed to receive at least one visit per week, prior to anyone booking additional visits
- Visits can be scheduled 7 days a week, to allow all Residents and opportunity to see friends and family. See *Visiting Time Poster*

7. Cancellation of Visiting:

The home reserves the right to cancel any visits if they deem the risk to be too high i.e.-outdoor visits may be cancelled due to inclement weather (heat advisory/ heavy rain), visits maybe cancelled if the Resident is not well, the home is unable to staff the visit, the homes supply of PPE is low, and/or the home is under precautions for a potential or confirmed outbreak. The local PHU will be consulted prior to cancellation of all visit types as some visiting types may still be permitted. (i.e., visits may need to be facilitated by phone calls or virtually). The corporation reserves the right to cancel visits to the home (except for essential caregivers and visits that are palliative in nature) when increased COVID-19 case numbers/outbreaks in LTC Homes are noted across the province, when local community spread is on the rise and/or the Homes are struggling to mitigate risks due to staffing levels.

8. Supervising Visits

While the Homes staff are not required to supervise visits, they have the discretion to do so in order to manage the health and safety of residents, staff and visitors during visiting times (e.g., monitoring the flow of visitors to ensure sufficient physical distance is being maintained, supporting residents during visits, etc.). If the homes ED determines that supervision of some or all Resident Visits is required, the ED will ensure that staff required to supervise conduct themselves in a manner that:

- Respects the Residents right to communicate in confidence
- Receive visitors of their choice and
- Consult in private with any person without interference (14, 3(1) LTCA, 2007)

9. Identification/Visitor Tracking:

Visitors will be asked to report to the “Family Visiting Area Sign in Station” upon arrival to the home. Visitor will be asked to identify the Resident they are visiting and will sign into the visitor log book. The log book will help the home monitor the number of individuals entering and exiting the home and to provide tracing/tracking of persons in the event of an outbreak. Visitors not willing to identify themselves or those not listed on the days visiting log will be asked to leave the home. The home reserves the right to refuse visitors and/or check with the Residents POA/SDM regarding the visitor’s permission to visit the Resident as deemed necessary. See *Visitor Log Book*.

10. Designated Visitor Liaison:

Each home will assign a staff member to act as the **Designated Visitor Liaison**. This person will assist visitors in scheduling future visits, keep the visitor log updated, ensure IPAC training has been completed with all visitors, escort/direct visitors to the Residents, and respond to any questions or concerns raised by visitors/direct visitors to the appropriate management team member as required.

11. Physical/Social Distancing:

While on the property of the home, all Residents and families will practice social distancing, allowing for a 2-meter distance between themselves and other LTC Residents and staff. Exceptional circumstances may permit close physical contact (less than 2 metres) between a general visitor and the resident they are visiting. Exceptional circumstances include supporting communication with a resident who has a sensory impairment or meeting a resident’s emotional needs.

12. Designated Visiting Areas:

To maintain quality of life and mental health, Residents (who are not required to isolate) and visitors are welcome to visit in the following locations only:

- Outdoor marked designated areas- where possible screening should take place outdoors.
- Indoor marked designated areas
- Inside the resident’s room (for essential caregivers and palliative residents only)

Visitors are not permitted to move around the facility (indoors or outdoors) and must visit their resident only and maintain social distancing (of at least 2 meters) from all other Residents and Staff.

13. Visiting of Pets:

Except for service animals, pets should not accompany visitors to the home for visits.

14. Visiting of Children:

General visitors younger than 14 years of age must be accompanied by an adult and must follow all applicable infection prevention and control precautions that are in place at the home. (e.g., active screening, physical distancing, hand hygiene and masking for source control).

15. Tours of the Home:

Tours of the home are not permitted during an outbreak. Where ever possible, tours should be conducted virtually. Tours may be completed if the home is not in outbreak or in an Alert or High Alert Status. Requests during these times will be managed on a case-by-case basis in consultation with the homes Regional Director of Operations. If a tour is permitted:

- The tour group should be limited to the prospective resident or couple and one (1) other individual
- All tour participants must actively be screened upon entry and exit and wear a mask
- The tour should be conducted at a time and on a route that avoids contact with residents
- The home keeps the number of in person tours to a minimum.

16. Gifts & Food:

All items (including food) that visitors wish to give to Residents must be transported to the home in wipe down containers and must be presented at the screening table upon arrival to the home. Such items will be examined, wiped down and provided to the Resident by staff. Floral arrangements are allowed.

17. Enhanced Cleaning:

Visiting areas will be cleaned after each family visit (Indoor & Outdoor). Disinfectant wipes (Oxivir-contact time of 1 minute) will be used by cleaning staff/Designated Visitor Liaison/RSA to complete cleaning of commonly touch surfaces in visiting areas. Chair arm, seats, table-tops/legs will be cleaned. See *Enhanced Outdoor Cleaning Checklist*.

18. Outdoor Visiting – May Not Be Conducive to All

Some of our residents that cannot follow directions, are a wandering risk and/or have responsive behaviours that are challenging to manage, may not cope or adjust well to the current restrictions put in place for outdoor visiting. Please refer to the *Decision Tree for LTC Visits* for guidance and discussion with the interdisciplinary team and the Residents Family/SDM. Alternative visiting arrangements may need to be considered (i.e., phone calls, virtual visits).

19. Resources to Support Families:

Recognizing that our current environment and restrictions placed on visiting Residents in our homes, the additional following resources are available to help support families:

- Social Worker
- Chaplin/Pastoral Care Services
- Fact Sheet- How to Self-Isolate
- Visiting Your Loved One in the Time of COVID-19 -pamphlet

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20. Communication:

Communication about this policy and procedure to Residents, families, visitors and staff, shall be conducted through the following methods:

- Posted signage in the homes
- Policy handed out to visitors during their first visit to the home
- P & P provided to all manager and posted for staff
- Posting of information on Corporate Website and Social Media platforms
- Providing Information to visitors/Families – handouts, pamphlets, Zoom Meetings etc.
- Sharing policy and procedure with Resident & Family Councils

21. Indoor Access:

Outdoor visitors may not enter the home. This includes the home's washroom facilities.

22. Conduct in LTC Home/ Responding to Non-Adherence by Visitors

All individuals on the property of our homes (visitors, family, Residents and staff) are expected to adhere to the home's code of conduct for respectful behavior, comply with the homes Infection Prevention and Control Protocols (IPAC) and follow all safety practices. 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 Residents care needs and emotional well-being.
- Consider the impact of discontinuing visits on the Residents 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, staff, and visitors in the home from the risk of COVID-19.
- Where the home has previously ended a visit by, or temporarily prohibited a visitor, specify any education/training the visitor may need to complete prior to visiting the home again.

The Homes will provide information on the homes process for managing non-adherence to both Resident and Family Councils.

23. Ending A Visit

Homes have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy provided:

- The Home has provide all visitors with education explaining (*see Visitor/Essential Caregiver Information Package*) the necessary requirements and has ensure that visitors are provided with the sufficient time and resources (e.g., there is sufficient space to physically distance, the home has supplied PPE and demonstrated how to correctly put on PPE, etc.). to adhere to the requirements (*see Confirmation of Receipt of Visitor/Essential Caregiver Information Package*)
- The Homes DOC and/or ED have made themselves available to discuss any parts of this policy with visitors as required -dates and times of such sessions should be recorded

If a visitor demonstrates repeated incidents (upon the 3rd incident) of non-adherence where the above 2 points have been meet, the Home may end a visit. The ED or designate will approach the visitor and ask to speak to them 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 non-adherence.

24. Temporarily Prohibiting a Visitor.

Homes may temporarily prohibit a visitor from coming to or into the Home in response to repeated (upon 3rd incident) and flagrant non-adherence with the homes visiting policy. In exercising this discretion, homes should consider:

- Whether the issues can be resolved by explaining and demonstrating how the visitor can adhere to the requirements
- Do the requirements align with Directive #3 and guidance outlined in this policy?
- Do the actions or inactions of the visitor, impact the health and safety of the resident, staff and other visitors to the home?
- Are the violations by a visitor whose previous visits have been ended by the home?

When temporarily Prohibiting a Visitor:

- The Homes ED will make the final determination to discontinue visiting/caregiving and will advise the visitor/caregiver 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 visitor should meet before visits may be resumed (e.g., reviewing the homes visiting policy, reviewing Public Health Ontario resources etc.).
- Records will be kept of all incidents and where 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

References:

Ontario Health. Resuming Visits in Long-Term Care Homes- March 2020
Ontario Health. Updating Visitor Policy to Long-Term Care Homes- July 2020
Ministry of Long-Term Care. Memorandum- Visits to Long-Term Care Homes- September 2, 2020
Ministry of Long-Term Care. Resuming Visits in Long -Term Care Homes- September 2, 2020
Ministry of Long-Term Care. Frequently Asked Questions -COVID-19 Visitor Policy -September 2, 2020
Ontario Health. Reopening Retirement Homes. June 2020
Directive # 3- April 7, 2021
Ministry of Long-Term Care, COVID-19 Visiting Policy -October 7, 2020
Ministry of Long-Term Care, Frequently Asked Questions: COVID-19 Visiting Policy, November 2020
Ministry of Long-Term Care, COVID-19 Response Framework: Keeping Ontario Safe and Open, November 2020.

See Also:

Designation of Essential Caregiver(s) Form
List of Essential Caregivers in PCC
Appendix A- Definitions: Type of Visitors
Visitor Screening Document

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Visitor Log Book
Visitor Schedule
Visiting Times Poster
Family Visiting Area Sign
Enhanced Outdoor Cleaning Checklist
Fact-Sheet – COVID-19- How to Self-isolate
Visitor/Essential Caregiver Package
Confirmation of Receipt of Visitor/Essential Caregiver Package Form

APPROVED: June 2020	REVISED/REVIEWED: June/2020: July/2020; Sept/ 2020; Oct/2020; Nov, 12, 2020; Nov 18/20; Jan 7/21, April 2021	AUTHORIZED BY: Caressant Care Operations Team
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Appendix A- Definitions: Types of Visitors

Not Consider Visitors: LTC home staff, volunteers and placement students are not considered visitors as their access to the home is determined by the licensee.

Essential Visitors: (as per Directive #3)- defined as including a person performing essential support services (e.g., food delivery, inspectors, maintenance or health care services (e.g., phlebotomy) or a person visiting a very ill or palliative resident. This definition also **includes support workers and caregivers**. However, an essential visitor does not need to be a support worker or caregiver as long as they meet the definition under Directive #3. Note – government inspectors are considered essential visitors but are not subject to this policy.

- **Support Worker** – is a type of essential visitor who is visiting to perform essential support services for the home or the resident at the home. Examples include- physician, nurse practitioner, maintenance workers or a person delivering food provided they are not staff of the LTC home as defined in the LTCHA.
- **Caregiver** – is a type of essential visitor who is designated by the resident and/or SDM and is visiting to provide direct care to the resident (e.g., supporting feeding, Mobility, personal hygiene, cognitive stimulation communication, meaningful connection, relational continuity and assistance in decision-making). Examples include- family member who provides meaningful connection , a privately hired caregiver, paid companions and translators

Requirements:

- Must be 18 years of age
- Maximum of 2 can be designated per resident at a time
- The designate(s) must be made in writing to the home

General Visitor – a person who is not an essential visitor and is visiting:

- To provide non-essential service, who may or may not be hired by the home or the resident and/or their SDM and/or
- For social reasons (e.g., family members or friends) that the resident or their SDM assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity

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.