



POLICY NO.
ADMIN-001-1

POLICY TITLE:
LTC & RH-Visiting Policy

PURPOSE:

To provide guidance to Long Term Care (LTC) and Retirement homes (RH) 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 and RH 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. The homes will ensure that essential visitors, including caregivers continue to have access to the home(s) even during an outbreak.

GUIDING PRINCIPLES:

The indoor 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, 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 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 24 hours a day.

TYPES OF VISITORS:

1. Essential Caregivers
2. Caregivers
3. General Visitors
(see appendix A for description of each visitor/caregiver)

PROCEDURE:

1. All visitors and caregiver that enter the home must undergo proper screening. Any visitor that fails the screening, will NOT be permitted to enter the home on that occasion and should be given Public health information about how to self-isolate.
2. Homes must provide education/training to all visitors about physical distancing, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE.
3. A visiting log will be maintained by the home of all visits for a minimum of 30 days. The visiting log will include a minimum
 - The name and contact information of the visitor
 - Time and date of the visit
 - The purpose of the visit (for example name of resident visited)
4. All visitors and caregivers that enter the home must undergo surveillance testing each day they enter the home. If they have already completed surveillance testing at another facility, they must provide proof of their negative test. Children under the age of 1 are exempt for surveillance testing.
5. All visitors and caregivers that enter the home must provide proof of 2 doses COVID 19 vaccine. Exceptions to vaccination status include: outdoor visitors, contract workers that will go directly to the area of work and not be in contact with residents, visitors of residents who are very ill or palliative, and children under the age of 5.
6. Home must ensure that all visitors have access to this policy.
7. Where is it not possible for in person visits the home(s) will continue to provide virtual and window visiting options where possible.
8. Visits in the home must be pre-arranged, except for those that are essential 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.
9. Visitors will call the home to arrange a date and time for their visit.
10. The maximum number of visitors allowed in the home at a time shall not exceed ___ visitors per day.
11. The homes accepts visitors anytime as long as it does not interfere with residents' rest and/or safety.
12. 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 and wear a mask at all times while in the home. Although social distancing is not required with the visitor

and the resident they are visiting, visitors must maintain social distancing with other residents that are in the home.

13. The number of visitors (including caregivers) is 4 per visitor for indoor visits. Support workers do not count towards the maximum number of visitors.
14. The number of outdoor visitors per visit is based on the space of the home's outdoor visiting area.
15. Outdoor visits may not be conducive to all, residents with mobility limitations or health conditions that make participating in outdoor visits highly unlikely or impossible may have general visitors (who are not double vaccinated) inside the LTC home. The corporate IPAC lead will be consulted to develop a visiting plan for this situation.
16. When a resident is in isolation, only one caregiver may visit at a time (or as directed by public health).
17. 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 resident, staff, and visitors in the home from the risk of COVID 19 and other infections.
18. 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/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 visitors 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 where all incidents resulted in the discontinuation of visiting.
 - Where the home has prohibited as 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.
19. 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 DOC 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

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- and the home will document the ending of the visit due to non-adherence.
20. The home reserves the right to cancel any visits if they deem the risk to be too high. (e.g. outdoor visits-may be cancelled due to inclement weather) or the home is in an outbreak (except for essential caregivers).
 21. While the home is not required to supervise visits, they have the discretion to do so to manage the health and safety of residents, staff, and visitors (e.g. monitoring the flow of visitors to ensure sufficient physical distancing is maintained, supporting residents during their visits, etc.). If the homes ED determined that supervision is 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.
 22. 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.
 23. Tours of the home: tour groups should be limited to the prospective resident/couple and one other individual. Tours should be conducted at a time and a route that avoids contact with residents. Tours are not conducted during an outbreak. Visitors on a tour are exempt from the vaccination requirement.
 24. Gifts and Food: all items (including food) that visitors wish to give residents must be clearly labelled with the residents name on the container. In cases where visitors bring in items for a group, the home strongly recommends that the food is individually wrapped. The visitors must seek the support of the home. Flowers are allowed.
 25. The visitor policy will be well communicated and is provided to resident council and family council and is posted in the home and on the homes website and included in the resident information package upon admission.

See Also:

Designation of Essential Caregiver(s) Form
List of Essential Caregivers in PCC
Appendix A- Definitions: Type of Visitors
Visitor Screening Document
Visitor Logbook
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
MLTC Memo LTC Pandemic Response Updates – March, 9, 2022
COVID-19 Guidance Document for Long -Term Care Homes in Ontario
LTC Visitor, Absence & Social Gathering Snapshot – March, 9, 2022
COVID-19 Policies: What Residents can Expect in a Long-Term Care Home – March, 9, 2022
MLTC Memo -LTC Pandemic Response Updates– March, 9, 2022
Resident’s Bill of Rights

Fixing Long Term Care Home Act, 2021 and Ontario Regulations 246/2022

APPROVED: June 2020	REVISED/REVIEWED: June/2020: July/2020; Sept/ 2020. Oct/2020; Nov 12, 2020; Nov 18/20; Jan 7/21, April 2021, May 2021, June 2021, July 7/21, July 13/21, August5/21, September 8/21, October 13/21 November 2, 2021; November 12/21, December 14, 2021, December 17, 2021 December 28/21. December 31/21, January 15, 2022, January 28, 2022, February 9/22; February 22, 2022, March 2022, April 11/22	AUTHORIZED BY: Caressant Care Operations Team
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Appendix A-Types of Visitors and Requirements

Type of visitor	Definition	Additional Requirements
Not Consider Visitors	LTC home staff Volunteers Student placement	

<p>Essential visitors</p>	<p>A person performing essential support services</p> <p>Person visiting a very ill or palliative person: <i>who are Receiving end of life care for compassionate reasons, Hospice services, etc.</i></p> <p>Support workers and caregivers: <i>person who visits a Home to provide essential services to a resident. Essential services include, but not limited to, services Provided by regulated health care professionals 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.</i></p> <p>Government inspector with a statutory right of entry: <i>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.</i></p> <p>Caregiver: type of visitor (friend, family, privately hired caregiver, paid companions, translators) who is visiting the home to provide direct care to meet the essential needs of a Particular resident. Caregivers must be 18 years of age and must be designated by the resident or his/her SDM (if any).</p> <p>Direct care includes providing support or assistance to a resident that includes providing direct physical support (ex. Eating, bathing, and dressing). and/or providing social and emotional support.</p> <p>Examples (but not limited to):</p> <ul style="list-style-type: none"> • Supporting ADL • Providing cognitive stimulation • Fostering communication • Providing meaningful connection of emotional support • Offering rational continuity assistance in decision making 	<p>Max of 4 designated (unless previously designated prior to Dec. 15, 2021)</p> <p>Decision to designate an individual as a caregiver is entirely the remit of the resident/SDM and not the home.</p> <p>The resident/SDM shall document Their designates of the “Designation Of Essential Caregier(s)” form. The Home will retain the form for their Records and reference.</p> <p>A resident/SDM may change a Designation in response to a change In:</p> <ul style="list-style-type: none"> • Residents care needs that re reflected in the plan of care • Availability of a designated caregiver, either in temporary(illness) or permanent <p>A resident and/or SD may not continuously change a designation to increase the number of people able to enter the home.</p> <p>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.</p> <p>EC must sign a confirmation of receipt 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.</p> <p>Verbally attest to reviewing the home’s policy at least once every month thereafter.</p>
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<p>General visitor</p>	<p>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/group of residents. (children under the age of one are excluded). Includes visiting for social reasons as well as visitors Providing non-essential services such as personal care Services, entertainment, or individuals touring the Home.</p>	<p>Not permitted during an outbreak unless otherwise stated by PH or visiting a very ill or palliative resident.</p>
<p>Support Person</p>	<p>Individuals who help a person with a disability Perform daily tasks. May accompany an essential caregiver, support Worker, or general visitor in the home.</p>	

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 must be 18 years of age and must be designated by the resident or his/her substitute decision maker (if any). 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 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.