



Visitor Policy

LAST UPDATED: April 2022

APPENDICES:

- Appendix 1 – Caregiver Designation: Parental/Guardian Approval
- Appendix 2 – Visitor Guidelines (Ontario)
- Appendix 3 – IPAC Visitor Education Package

REQUIRED DOCUMENTS:

- RESIDENT VISITOR SIGN IN FORM, 02.4a – Accessible on Systems 24-7.

RELATED AND SUPPLEMENTAL POLICIES:

- 02.1I, Visitor Policy, Occupational Health and Safety, Systems 24-7
- RC-02-01-01, Zero Tolerance of Resident Abuse and Neglect Program, Resident Care Manual
- RC-02-01-04, Commitment to Resident-Centred Care and Resident Rights
- RC-02-01-05, Supervised Visitation, Resident Care Manual
- RV-03-01-04, Pets In the Home, Recreation and Volunteer Services Manual
- IC-04-01-03, Managing An Outbreak, Infection Prevention and Control Manual
- IC-05-01-07, Acute Respiratory Illness, Infection Prevention and Control Manual
- IC-05-01-13, Coronavirus (COVID-19), Infection Prevention and Control Manual

POLICY

Homes will ensure visitors have access to residents that respects resident rights. Visit access will be subject to applicable legislation, imposed limitations due to any emergency situation, or other identified health and safety risks.

Homes will follow province-specific directives and implement risk mitigation strategies to ensure a safe and secure home which includes the management of visitors. Risk mitigation strategies are intended to address and balance the following:

- The protection and safety of residents, visitors and staff;
- The well-being of residents when allowing visitations from families/friends to reduce any potential negative impacts related to social isolation; and
- Equitable access whereby all individuals seeking to visit a resident will be given, where possible, equitable visitation access, consistent with resident preference and with reasonable restrictions that safeguard residents.

Note: Any provincial or jurisdictional directives or resources, including Public Health directives, that exceed the requirements set out in this manual shall supersede the respective content of this manual.

BACKGROUND

The Visitor Policy is meant to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the support they need and maintaining their physical, mental, social and emotional wellbeing and their quality of life.

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PROCEDURES

- b. the approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver, if applicable. Refer to form, *Caregiver Designation: Parental/Guardian Approval, Appendix 1.*

STAFF

1. Provide visitors and residents the IPAC Visitor Education Package, as required. Refer to *IPAC Visitor Education package, Appendix 3.*

ONTARIO

1. Provide visitors the Visitor Guidelines, as required. Refer to *Visitor Guidelines (Ontario), Appendix 2.*



- Homes will need to accommodate for visitors who are unable to put on or remove PPE without assistance from another person.
- Homes have the discretion to end a visit or prohibit a visitor (including caregivers) from visiting in response to repeated and flagrant non-compliance with Extendicare's policies and/or provincial guidelines and where a visitor's behaviour may impact the home's ability to ensure a safe and secure home.



ESSENTIAL VISITOR

In Ontario, Essential Visitor means:

- a. a caregiver,
- 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.

CAREGIVER

In Ontario, Caregiver means an individual who,

- a. is a family member or friend of 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,