



<b>TITLE:</b> Visitor Policy	<b>POLICY #:</b> ADM 02-019
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MANUAL: General Administration	APPROV. AUTH: Administrator
ORIGINAL ISSUE: November 2020	SCOPE: Entire home
PAST REVISIONS: April 2022, Nov 2022, Jan 2023	
CURRENT REVISION: April 2023	

### **BACKGROUND**

As per the Fixing Long Term Care Act (FLTCA) 2021 and the Resident Bill of Rights,

- ✓ Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
- ✓ Every resident has the right to have any friend, family member, caregiver, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

Dundas Manor recognizes the importance of visitors/caregivers in supporting a resident's physical, mental, social and emotional well-being and quality of life; Every resident has a right to ongoing and safe support from their visitors/caregivers to support their physical, mental, social, and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

### **VISITOR/CAREGIVER**

Any person visiting a resident or the home, for social purposes.

### **RULES FOR ALL VISITORS/CAREGIVERS**

Rules for all visitors and caregivers will vary based on local public health unit region in which the home is located. Additionally, the local public health unit may provide direction and/or restrictions on visitors to the home, depending on the specific situation. (For example; pandemic, community transmission of a known infectious disease, outbreak)

All visitors/caregivers to the home are required to follow public health measures- which includes **PASSIVE SELF-SCREENING, HAND HYGIENE, MASKING FOR SOURCE CONTROL** for the entire duration of their visit in the home. Visitors/caregivers may be permitted to remove their mask under the following circumstances: in a resident room with only the resident they are visiting, and no other staff, students, volunteers, or residents are present. Due to the physical layout and confined space in our home removal of a mask is not permitted in any other area of the home. The home continues to believe that masks should always worn to protect all residents & staff.

Outdoor visits no longer require the use of a mask by visitors/caregivers, however masks will be readily available by the home should you wish to wear one. When in close proximity to your resident, mask use is still recommended by the home.

All visitors/caregivers are to follow the homes bullying and harassment policies related to the treatment of residents, staff, volunteers, students, and other contracted service providers in the home.

All visitors/caregivers will be provided education either verbally or in the form of written materials on the above requirements in the vestibule of the home. Proper use of Personal Protective Equipment (Masking application and removal, Donning and Doffing), Hand hygiene with the 5 moments of hand hygiene, respiratory etiquette, Monitoring of sign and symptoms are included as an **APPENDIX FOR EDUCATION**.

**IMPORTANT:** We ask that visitors/caregivers do NOT visit Dundas Manor if they are ill in any way or have been recently exposed to an illness. Please defer your visit until a time when you are free of infection to prevent infection in our vulnerable residents and to prevent a possible outbreak. All persons should isolate for at least 5 days after date of specimen collection or symptom onset (whichever is earlier) and until improving for 24hrs (or 48hrs for gastrointestinal symptoms) and no fever present.

If you've had a potential exposure to COVID -19 and have screened positive please do not enter the home for a total of 10 days after date of specimen collection or from symptom onset (whichever is earlier) and contact Public Health for guidance.

**ENDING A VISIT** To ensure a safe and secure home under the act and its regulations the Home has the discretion to end a visit by any visitor/caregiver who repeatedly fails to adhere to the home's policies to protect our residents. This includes visitors/caregivers who refuse to wear a mask indoors.

**TEMPORARILY PROHIBITING A VISITOR**

The Home has the discretion to temporarily prohibit a visitor in response to repeated and flagrant non-adherence with the home's policies. In exercising this discretion, the home will consider whether the non-adherence:

- ✓ Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.
- ✓ Is with requirements that align with instruction from public health
- ✓ Negatively impacts the health and safety of residents, staff, and other visitors in the home.
- ✓ Is demonstrated continuously by the visitor over multiple visits.
- ✓ Is by a visitor whose previous visits have been ended by the home.

Any decision to temporarily prohibit a visitor/caregiver should:

- ✓ Be made only after all other reasonable efforts to maintain safety during visits have been exhausted.
- ✓ Stipulate a reasonable length of the prohibition.
- ✓ Clearly identify what requirements the visitor should meet before visits may be resumed (e.g., reviewing the home's visitor policy, reviewing specific Public Health Ontario resources, etc.)

The home will maintain visitor logs for a minimum of 30 days

The current version of the homes' visitor policy will be provided to the Residents' Council and Family Council, if any, included in resident information packages, posted in the home, and communicated to residents, and also posted on the homes' website

**REFERENCES**

1. Ministry of Health COVID- 19 Guidance: Long Term Care Homes, Retirement Homes, and other Congregate Living Settings for Public Health Units March 31, 2023
2. Fixing Long Term Care Act 2021, *Law document english view*. Ontario.ca. November 30, 2022, from <https://www.ontario.ca/laws/regulation/r22246>
3. APPENDIX FOR EDUCATION attached to policy