


## VISITORS POLICY

	<b>MANUAL/Section:</b>	<b>ADMINISTRATION/General</b>
	<b>Approved by:</b>	<b>ADMINISTRATOR</b>
	<b>Original/ Revision Date:</b>	<b>June 2020/NOVEMBER 2024</b>

### PURPOSE

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

Every resident has the right to communicate in confidence and receive visitors of their choice and consult in private with any person without interference.

This policy includes practices to maintain the highest infection prevention and control (IPAC) standards within Maple Villa and is guided by the following principles: Safety, Emotional Well-Being, Equitable Access, Flexibility and Equality.

Maple Villa endeavors to provide each resident with safe, high-quality care and will ensure a safe environment for residents, staff, volunteers, and members of the public. For everyone's safety and protection, Maple Villa has a Prevention of Workplace Violence and Harassment Policy and does not permit any kind of violence or aggressive behaviour.

### POLICY

- a) The Home is limiting 2 (two) visitors at the bedside at one time. More than 2 visitors will visit with the resident in the designated lounges.
- b) Palliative/End of Life visitors will be limited to 4 (four) at the bedside at one time.
- c) All visitors are expected to visit the intended resident.
- d) Except for service animals or approved support animals for persons with disabilities, no pets are allowed within the Home without written prior authorization by the Home.
- e) All visitors 13 years of age or younger are to be accompanied by an adult.
- f) All visitors are expected to treat all people in the Home with respect, fairness and sensitivity.
- g) All visitors are expected to complete the Visitor Log Sign-in on entry. These logs will be maintained for 30 days.
- h) All visitors who are experiencing Respiratory or Gastric symptoms will not enter the Home.
- i) All visitors to the Home will follow Public Health measures and the Home's Policies regarding self-screening, proper hand hygiene, and coughing etiquette.
- j) Any additional direction with respect to isolation protocols or enhanced safety measures, such as additional personal protective equipment (PPE), must be followed by all visitors depending on the specific situation.
- k) Any visitor who becomes aggressive or violent or fails to adhere to the expectations of this policy, will have their visit ended (suspended) immediately by the Administrator or Designate, or the Charge Nurse, and may be asked to leave the premises. Code White & 911 will be called when the risk of safety is threatened.
- l) An investigation by the Administration may follow within 10 days to determine when or if the visit may resume.

**TYPES OF VISITORS**

LTC Home staff, volunteers, and student placements are not considered visitors as their access to the Home is determined by the Home.

**General Visitors**

A general visitor is a person who is not an essential visitor and is visiting:

- a) to provide non-essential services related to either the operations of the Home or a resident or group of residents. This excludes children under the age of one.
- b) for social reasons that the capable resident, or their Power of Attorney for Care (POA)/Substitute Decision-Maker (SDM), assesses as different from direct care, including care related to cognitive stimulation, meaningful connection, and relational continuity.

**Essential Visitors**

An essential visitor is defined as:

- a) a caregiver
- b) a support worker who visits the 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, Palliative or end-of-life care
- d) a government inspector with a statutory right to enter a long-term care Home to carry out their duties.

**Designated Essential Caregivers**

- a) Caregivers must be designated in writing to the Director of Care (or designate) by the capable resident and/or POA/SDM.
- b) Caregivers agree to follow the expectations of a designated essential caregiver as outlined by Maple Villa's designated essential caregiver policy.

**SCREENING GENERAL VISITORS DURING OUTBREAK OR EMERGENCY SITUATIONS**

Maple Villa will follow the direction from our local public health unit during an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic and or a pandemic, which may include screening and advising general visitors to postpone all non-essential visits. Essential visitors are permitted when there is an outbreak in a Home or area of a Home or when a resident is symptomatic or in isolation. Essential visitors include caregivers, support workers and people visiting very ill residents, or residents receiving end-of-life care, and government inspectors with a statutory right of entry.

For clarity, individuals such as maintenance workers, contractors, or engineers, who provide support to the critical operations of the Home, including performing critical maintenance services necessary to comply with applicable laws, are considered support workers and permitted to enter a Home during an outbreak.

Emergency circumstances as defined by the regulation as being “those of an urgent or pressing situation or a condition presenting an imminent threat to the health or well-being of residents and others attending the Home that requires immediate action to ensure the safety of the persons of the Home”, that may come by Ministry Directive, may additionally include a temporary suspension of all visitors until further instruction by the Administrator or Designate as outlined in Maple Villa’s Emergency Preparedness Plan.

### **VACCINATION STATUS**

All visitors are welcome to visit regardless of their vaccination status.

### **INFECTION PREVENTION AND CONTROL INFORMATION/ EDUCATION**

Information sheets and posters are available at the Visitor Sign-In Log to emphasize the importance of physical distancing, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE.

### **Personal Protective Equipment**

Maple Villa will ensure that all staff, visitors, and residents who are required to wear personal protective equipment (PPE) are provided with such PPE. Required PPE can include, but is not limited to, surgical/procedure masks, gloves, gowns, and eye protection (i.e., face shield or goggles). Maple Villa will provide training on PPE to all people regularly attending the Home, including caregivers, temporary staff, or service providers from a third party (i.e. an agency).

### **RESPONDING TO VISITOR NON-ADHERENCE**

Any non-adherence to this policy will be viewed as a risk to health and safety. Our response will be both specific and measured to ensure a clear understanding and compliance with the safeguards.

- a) Re-education and support for the visitor and a review of expectations. Should a visitor engage in repeated or flagrant non-adherence to the policy, a follow-up will be completed and documented by the Administrator or Designate, or the Charge Nurse.
- b) Prohibiting a visitor from attending Maple Villa will be a last resort response to non-adherence and signal a complete disregard of the policy by the visitor.

### **Ending a Visit**

Maple Villa may end a visit with any visitor who repeatedly fails to adhere to the Home's visitor policy, provided:

- a) the Home has explained the applicable requirement(s) to the visitor,
- b) the visitor has the resources to adhere to the requirement(s) and, the visitor has been given enough time to adhere to the requirement(s), and
- c) this will be documented in the resident(s) electronic health record by Administrator or Designate, or the Charge Nurse.

### **Temporarily Prohibiting a Visitor**

Maple Villa may temporarily prohibit a visitor in response to repeated and flagrant non-adherence with the Home's visitor policy.

The following will be considered when determining the risk of the non-adherence behaviour:

- a) Alignment with the requirements set out by Halton Public Health or Ministry Directive.
- b) Negatively impacts the health and safety of residents, staff and other visitors and has been demonstrated consistently by the visitor over multiple visits, and
- c) A previous history of visits being ended by the Home due to non-compliance.

The decision to temporarily prohibit a visitor will 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; and will be documented by Administrator or Designate, or the Charge Nurse in resident(s) electronic health record.

### **ACCESSIBILITY CONSIDERATIONS**

Maple Villa will meet all applicable laws such as the current Accessibility for Ontarians with Disabilities Act.

### **POSTING AND CIRCULATION OF POLICY**

A copy of this policy will be provided to the Home's Residents' Council and Family Council. The policy will also be included in resident information packages, posted within the Home, communicated to residents and posted on the Home's website.

### **RESOURCES**

Guidance Documents from the following Public Health Ontario resources to support IPAC and PPE education and training for visitors:

Hand Hygiene, Using Alcohol based hand Rubs, Personal Protective Equipment (PPE): Putting On/Taking Off:

<https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>

Video: Putting on Full Personal Protective Equipment

<https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

Video: Taking off Full Personal Protective Equipment <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>

Video: How to Hand Wash

<https://www.publichealthontario.ca/en/videos/ipac-handwash>

Video: Putting on Mask & Eye Protection <https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-MaskEyes-On>

Video: Taking off Mask & Eye Protection

<https://www.publichealthontario.ca/en>