



**POLICY MANUAL**

**ADM- K- 11.00- Visitor Policy**

<b>SECTION:</b>  <b>Administration: Public Relations</b>	Original Issue: June 17, 2020
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<b>PROGRAM:</b>  <b>Visitor Policy</b>	Review/Revision:
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<b>APPROVED BY: PRESIDENT &amp; CEO</b>	

**Mission:** We offer compassionate long-term care to anyone in our community as a Catholic organization inspired by Christ’s ministry and the legacy of the Grey Sisters of the Immaculate Conception.

**Vision:** A welcoming home where everyone feels supported and cared for.

**Values:** Respect, Compassion Spirituality, Integrity, Excellence and Collaboration

**PURPOSE:** To ensure that all staff, designated caregivers and visitors are aware of the Visitor Guidelines in accordance with the Fixing LTC Act, 2021, Ministry of Long-Term Care requirements which may exist, Public Health Guidelines and Infection Prevention and Control Precautions. The Ministry of Long-Term Care and Public Health may make changes to the requirements at any time and these will take precedent over this policy.

**Definitions:**

**Fixing LTC Act, 2021, Regulation 246/22:**

Visitor Policy

267 (4) In this section,

“**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” — definition**

4. For the purposes of the Act and this Regulation, other than section 39 of the Act and section 173 of this Regulation,

“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,
- (d) is designated by the resident or the resident’s substitute decision-maker with authority to give that designation, if any, and
- (e) in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

For the purposes of this policy, the title of designated caregiver is the terminology used by St. Pat’s to mean caregiver. General visitors are all other people who are visiting a resident who are not designated caregivers.

Designated caregivers are designated by the resident or the substitute decision maker (SDM) when a resident is not capable of making this designation. The Designated Caregiver Form ([Link](#)) is completed by the resident or SDM and provided to St. Patrick’s Home of Ottawa. Those identified as Designated Caregivers are documented in the electronic documentation system and available to prepare a list of designated caregivers at any given time.

### **Visiting Procedures In the event of a pandemic or an outbreak:**

Visiting guidelines are determined by the Ministry of Health, Ministry of Long-Term Care, the Office of the Chief Medical Officer of Health and/or Ottawa Public Health and may change at any time and will take precedent over this policy.

All people entering the home must be screened for Covid19. Screening includes completion of the screening tool in place at any given time, and a log is kept for the visitor and designated caregivers for the resident they are visiting, their vaccination status and date of visit.

All people entering the home must complete a Covid19 rapid test as required at any given time.

All people entering the home must follow the Vaccination Policy in place at any given time.

In the event there is an outbreak of any communicable disease and a resident home area is in outbreak or a resident is in isolation due to a communicable disease, designated caregivers may continue to visit, one person at a time in the resident’s room.

General visitors are not permitted:

- i) when a home or area of a home is in outbreak
- ii) to visit an isolating resident
- iii) when the local public health unit so directs

Designated caregivers and general visitors will be required to complete Infection Prevention and Control (IPAC) education on a regular basis. This will be provided by St. Pat's in a number of formats including individual training, written communication and videos. All visitors must follow all of the IPAC protocols in place. <https://stpats.ca/wp-content/uploads/2022/03/IPAC-Education-for-Visitors-032022.pdf>

### **Visiting Procedures when not in a pandemic or outbreak:**

Designated caregivers and general visitors are welcome to visit residents.

Designated caregivers and general visitors are required to complete the Visitor Log upon entering the home and when leaving. The log will include the:

- (a) the name and contact information of the visitor;
- (b) the time and date of the visit; and
- (c) the name of the resident visited.

These logs will be kept for 30 days as per the legislative requirement.

Designated caregivers as essential visitors may visit a very ill resident for compassionate reasons when they are receiving palliative care or at end of life at any time.

There is no limit on the number of visitors at any given time.

### **Visiting Hours**

Visiting is not limited to specific hours. For security purposes the main entrance is locked between the hours of 8:00pm to 8:00am hours.

Designated caregivers wishing to enter the home outside of these hours can use the doorbell and access will be provided.

We do encourage people to limit visiting to the regular hours that the resident is able to enjoy their company, and to keep noise to a minimum respecting that other residents may be sleeping.

### **COVID-19 guidance document for long-term care homes in Ontario:**

<https://www.ontario.ca/page/covid-19-guidance-document-long-term-care-homes-ontario>

## **St. Patrick's Home of Ottawa Process for addressing Non-Compliance by a Designated Caregiver or General Visitor**

The Covid19 LTC Home Guidance identifies the need for a mechanism to address non-compliance by visitors to the required protocols to protect residents, staff and other visitors from Covid19.

### Strategies for supporting visitors in understanding and adhering to the home's visitor policy:

Screening process with education on Covid19 protocols.

Provision of education through the Family Update including reminders of current requirements.

Handouts posted and available on PPE; hand hygiene and signage regarding the current protocols in place.

### Procedures for addressing visitor non-compliance:

#### 1. Visitor is not following protocol – First Incident

- i) Provide the visitor with a reminder of the requirements and support them in adhering to the protocol.
- ii) Inform the V.P. Nursing or the A.V.P Nursing of the incident.
- iii) Ongoing monitoring of the situation and support provided to the visitor to understand the requirements.

#### 2. Visitor is not following protocol – Second Incident

- i) Provide the visitor with a reminder of the requirements and support them in adhering to the protocol.
- ii) Inform the V.P. Nursing or the A.V.P Nursing of the incident.
- iii) Education provided to the visitor by the Nurse Educator and outline the next steps that will be taken if the visitor does not follow the requirements.

#### 3. Visitor is not following protocol – Third incident

- i) Provide the visitor with a reminder of the requirements and support them in adhering to the protocol.
- ii) Inform the V.P. Nursing or the A.V.P Nursing of the incident.
- iii) V.P. Nursing or AVP Nursing will inform the President and CEO
- iv) VP or AVP of Nursing will meet with the visitor to outline the requirements and next steps if there are further incidents.

#### 4. Visitor is not following protocol – Fourth Incident

- i) Provide the visitor with a reminder of the requirements and support them in adhering to the protocol.
- ii) Inform the V.P. Nursing or the A.V.P Nursing of the incident.
- iii) V.P. Nursing or AVP Nursing will inform the President and CEO
- iv) President and CEO and VP Nursing will meet with the visitor to inform them of the need for supervised visits.

Visits must be scheduled with Reception when there is a staff member available to supervise the visit to ensure that the visitor follows the required protocols for the protection of residents, staff and other visitors.

The visits will be scheduled based upon the availability of staff to supervise. The visits will be scheduled for a maximum of ½ hour.

The visitor will present themselves at the screening desk and be escorted to the resident's room for the visit. They will be escorted from the home at the end of the ½ hour visit.

If a visitor does follow all of the required protocols during the supervised visits at the end of a two-week period, regular visiting can resume.

If there are any subsequent incidents of the visitor not following the required protocols, the next incident will result in a termination of visits for a period of 2 weeks.

The visitor will be required to receive an education session by a staff member from St. Patrick's Home of Ottawa prior to resuming visits.

Visits will be supervised for a further 2-week period to support the visitor to follow all of the required protocols.

Any incident of verbal or physical abuse of staff will result in the immediate termination of the visit.

Once the two-week supervised visiting period is completed successfully, the visitor may resume independent visiting.

Any further incidents will result in a termination of visits for a subsequent 2-week period and a return to the supervised visits for a 4-week period.