



**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>APPROVED BY: PRESIDENT &amp; CEO</b>	

**Mission:** Collectively, our foundation, purpose and vision capture our mission of care for the people we serve.  
**Foundation:** A Catholic organization inspired by Christ’s ministry and the legacy of the Grey Sisters of the Immaculate Conception.  
**Purpose:** Quality, person-directed long-term care and support for people in our community.  
**Vision:** A welcoming and inclusive home where each person feels cared for, supported and engaged.  
**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 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 screen themselves for any respiratory symptoms, or any other illness. 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 contact information and date of visit.

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, 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://www.publichealthontario.ca/-/media/Documents/F/2023/factsheet-ipac-pci-for-patients-families-visitors.pdf?rev=749fe144cb404dcbbe8842341020938c&sc\\_lang=en](https://www.publichealthontario.ca/-/media/Documents/F/2023/factsheet-ipac-pci-for-patients-families-visitors.pdf?rev=749fe144cb404dcbbe8842341020938c&sc_lang=en)

<https://www.youtube.com/watch?v=RliB1pFfSq8>

### **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 who have been provided an access card have access to the home from 0600 to 2200 hours. If a designated caregiver is 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.