



<b>SUBJECT:</b> Visitor Policy	<b>PAGE:</b> 1 of 4
<b>ORIGINAL ISSUE:</b> June 2020	<b>APPROV. AUTH:</b> Administrator
<b>PAST REVISIONS:</b> May 2021, Feb 2022, April 2022, June 2022, April 2023	<b>RESPONSIBILITY:</b> Director of Care
<b>CURRENT REVISION:</b> July 2023	<b>DIVISION:</b> Long Term Care

## POLICY:

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

Hellenic is responsible for supporting residents in receiving visitors while mitigating the risk of exposure during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic.

Hellenic Home has established practices for visitors during non-outbreak situations and as well as during an outbreak.

This policy is subject to change based on provincial directives, public health direction, community prevalence of communicable diseases, and resourcing available to safely screen and manage visitors and current conditions within the home.

A list of Essential Visitors will be maintained by the home and shared with staff as needed.

## PURPOSE:

This visiting policy is guided by the following principles:

1. **Safety:** any approach to visiting must balance the health and safety needs of residents, staff and visitors and ensure risks are mitigated.
2. **Emotional Well-Being:** Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.
3. **Equitable Access:** all individuals seeking to visit a resident must be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.
4. **Flexibility:** The physical/infrastructure characteristics of the long-term care home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) are all variables to take into account when setting home specific policies.
5. **Equality:** Residents have the right to choose their visitors. In addition, residents and/or their substitute decision makers have the right to designate caregivers.



## **Types of Visitors**

### **Not Considered Visitors**

LTC home staff, volunteers and placement students are not considered visitors as their access to the home is determined by Hellenic. Infants under the age of one (1) are also not considered visitors.

### **Essential Visitors**

Essential visitors are defined as a caregiver, a support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents, a person visiting a very ill resident for compassionate reasons including but not limited to hospice services or end-of-life care, or a government inspector with a statutory right to enter a long-term care home to carry out their duties.

### **Caregivers**

A caregiver is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making).

- Any person under the age of sixteen (16) must have written approval from a parent or legal guardian to be designated as a caregiver.

Hellenic has a procedure for documenting caregiver designations. The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker and not the home.

### **Visitors**

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

- To provide non-essential services related to either the operations of the home or a particular resident or group of residents.
- Visitors are not permitted to visit residents indoors if the entire home is in outbreak or the resident is symptomatic or isolating under additional precautions. If only a portion of the home is in outbreak, residents unaffected by that outbreak may still have visitors both indoors and outdoors.
- For social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

## **PROCEDURE:**

Hellenic Home is not required to supervise visits.

### **1. Visitor Screening:**

- Visitors and staff are encouraged to self-screen prior to entering the home.

### **2. Visitors During Outbreaks:**



- Essential visitors are the only type of visitors allowed when there is an outbreak in a home or area of a home or when a resident has failed screening, is symptomatic, in isolation or on End-of-Life Care or a seriously ill resident.

### 3. Support Workers

- Any number of support workers may visit a home.

### 4. During visits

- While indoor masking is not required, Hellenic Home strongly encourage masking as per IPAC protocols.

### 6. Non-Adherence by Visitors

- Hellenic recognizes visits are critical in supporting resident care needs and emotional well being and will make every effort to work with the visitor to ensure adherence to the visitor policy.

### 7. Ending a Visit

1. Hellenic has the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy, provided:
  - Hellenic has explained the applicable requirement(s) to the visitor.
  - The visitor has the resources to adhere to the requirement(s).
  - The visitor has been given sufficient time to adhere to the requirement(s).
  - Hellenic will document if they have ended a visit due to non-adherence and detail the non-adherence.
  - Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.

**\*\*\*Visitors with non-essential visits are unable to visit during an outbreak.**

**Visiting Hours are:**

7 Days a week:	08:30 A.M. to 09:00 P.M.
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**\*\*\*Visitors for residents on End-of-Life care are exempted from these hours.**

### Visitor Logs

- The Home will maintain a visitor log that will include:
  - The name and contact information of the visitor.
  - Time and date of the visit
  - The purpose of the visit



## **Essential Caregivers Education:**

The Home will ensure that all essential caregivers have access to this policy and will participate in education upon designation. Essential caregivers may also choose to attend the various education sessions offered by the Home related to IPAC for Caregivers, such as:

- early identification of respiratory symptoms.
- hand hygiene, doffing and donning, and proper use of PPE.
- respiratory etiquette and IPAC practices.

The IPAC Lead will track and maintain all essential caregiver education.

Visitors and caregivers may join residents for group activities including enjoying food and beverages during group activities, ensuring to follow IPAC practices.

The following links are resources from Public Health Ontario:

guidance document: [recommended steps: putting on personal protective equipment](#)

video: [putting on full personal protective equipment](#)

video: [taking off full personal protective equipment](#)

videos: [how to hand wash](#) and [how to hand rub](#)

## **CROSS REFERENCE**

- Safe Masking
- COVID-19 Guidance: Long-Term Care Homes, Retirement Homes, and Other Congregate Living Settings for Public Health Units

## **REFERENCE**

1. MLTC Pandemic Response Update March 22, 2023
2. Public Health Ontario
3. Ministers Directive, June 2023
4. Fixing Long Term Care Act. 2021, Regulation 246/22 s.267
5. Resident Bill of Rights #6