

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE: 1 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

Overview:

Sharon Village Care Homes are committed to ensuring that the person served can have continued support through the visitation of families, friends, caregivers, or any other person of significance.

SVCH recognizes the importance that visitation has on the physical, mental, social, and emotional well-being and quality of life of each person served.

- Sharon Village Care Homes has aligned the Visitor's Policy with the Resident's Bill of Rights, under the Fixing Long Term Care Act (FLTCA), 2021, and O. Reg. 246/22:
- Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference. (*FLTCA, 2021-Residents Bill of Rights #6*)
- Every resident has the right to have any friend, family member, caregiver, or any person of importance to the resident attend any meeting with the licensee or the staff of the home. (*FLTCA, 2021—Residents Bill of Rights #21*)
- Every resident who is dying or is very ill has the right to have family and friends present 24 hours per day. (*FLTCA, 2021-Residents Bill of Rights #26*)

SVCH is committed to providing policies that balance resident rights and risks and all precautions will comply with all applicable laws including any 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.

This visiting policy is guided by the following principles:

- **Safety** – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.
- **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.
- **Equitable Access** – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.
- **Flexibility** – The physical/infrastructure characteristics of the home, its staffing availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to consider when setting home-specific protocols.

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE: 2 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

- **Equality** – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

POLICY

Sharon Village Care Homes is committed to supporting residents in receiving visitors while mitigating the risk of exposure to infectious diseases.

In alignment with O. Reg 246/22, made under the FLTCA, 2021, the Executive Director/designate is responsible for maintaining a list of visitors that is available for staff to access, which includes:

- The name and contact information of the visitor
- Time and date of the visit
- Name of resident visited

The Executive Director/designate is accountable to ensure:

- The Visitor Logs are maintained in the home for a minimum of thirty (30) days, and are accessible to Public Health for contact tracing purposes on request,
- A copy of the current visitors' policy is provided to the Residents Council & Family Council, as applicable,
- A copy of the current visitors' policy is accessible to visitors, and that policies are complied with, and when visitors are non-compliant that appropriate action is taken, up to and including discontinuing the right to visit,
- Education or training is provided to all visitors about respiratory etiquette, hand hygiene, IPAC practices, physical distancing, and the proper use of PPE and that includes guidance documents

Screening:

All essential and general visitors are required to self-monitor for symptoms of COVID-19 and other respiratory or infectious diseases to prevent the spread of illness.

Signage will be posted at the entrance of the Home and in other visible locations that lists the signs and symptoms of COVID-19, for self-monitoring and steps to be taken if COVID-19 is suspected or confirmed.

Vaccination:

All essential and general visitors are not required to be COVID-19 vaccinated but it is strongly recommended and encouraged.

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:3 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

Masking:

Masks are recommended in all areas of the Home by the essential and general visitors but it is not required.

Caregivers and visitors are permitted to join a resident in the dining room and in the sharing of a meal or beverage in communal areas.

Exceptions to the masking requirements:

- An individual who requires an accommodation in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 or the Human Rights Code
- If the person has a medical condition that inhibits his/her/their ability to wear a mask –medical verification may be requested

Visitors—Definitions:

The Homes employees, students, and volunteers are not considered visitors as their access to the home is determined by the home. There are various types of visitors which are outlined below.

There are two (2) types of visitors:

- 1. Essential Visitors**
- 2. General Visitors**

1. Essential visitors

There are 4 types of essential visitors:

- A Caregiver
- People visiting very ill or palliative residents who are receiving end-of-life care for compassionate reasons
- Government inspectors with a statutory right of entry to carry out their duties
- Support workers - a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home.

As per *O. Reg. 246/22 under the Fixing Long-Term Care Act, 2021*, **there are four (4) types of essential visitors:**

- a caregiver, as defined under *section 4 of O. Reg. 246/22*

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:4 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

- 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
- a government inspector with a statutory right to enter a long-term care home to carry out their duties

The decision to designate an individual as a caregiver is entirely the responsibility of the resident and/or their substitute decision-maker and not the home.

- A resident and/or their substitute decision-maker may change a designation in response to a change in the Resident's care needs that are reflected in the plan of care, or the availability of a designated caregiver, either temporary (e.g., illness) or permanent.
- Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions, and translators.
- The Executive Director/designate must ensure there is a documented and written record of the designation of a caregiver(s) and there is approval from a parent or legal guardian in the event the caregiver is under the age of 16.

2. General Visitors:

A general visitor is a person who is not an essential visitor and is visiting either indoors or outdoors:

a) To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision-maker; and/or,

b) For social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection, and relational continuity.

General visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

The Home will accommodate general visiting at any time when a person served is receiving palliative care and/or End-of-Life care. The Home may suggest a limit to the number of general visitors if the person has shared accommodation. If a general visitor fails the self-screening process, the visitor(s) will be directed to wear appropriate and applicable PPEs.

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:5 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

Each Home will set and post the visiting hours in an accessible location for all visitors.

There is no limit to the number of visitors, including caregivers, that may visit with a person served at one time, including indoor and outdoor visits.

Restrictions during outbreaks or when a resident is isolating:

In an outbreak situation, or if a resident is on Additional Precautions, **caregivers** are required to comply with masking and other PPE requirements as directed by the Homes IPAC Team and Public Health.

Visitors should avoid visiting the Home for 10 days after symptom onset of COVID-19 or if there has been a positive test result. In the event the visitor is deemed as essential to the resident's overall health and well-being (e.g. a caregiver) can visit within the 10-day timeframe if asymptomatic or symptoms have resolved, but must follow measures to reduce the risk of transmission for 10 days from the onset of symptoms/positive test, including wearing a mask.

The Home will follow the direction from the local Public Health Unit during an outbreak, which may include advising general visitors to postpone all non-essential visits.

If only a portion of the home is in an outbreak, residents unaffected by that outbreak may still have visitors both indoors and outdoors.

All individuals must comply with masking and other PPE requirements as directed by the Outbreak team and the local Public Health Unit.

During an outbreak, and/or suspected or confirmed outbreak, the local public health unit may provide direction on visitors to the home and may limit the number of visitors allowed.

All visitors must comply with the policies herein related to visitation.

In summary, all visitors to the Home are required to:

- **Follow public health measures during the visit**
- **Follow the homes abuse policy & bullying and harassment policies and any other related policies regarding** maintaining and promoting respect and dignity of persons served, staff, volunteers, students, and other contracted service providers in the home.

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:6 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

- **Write in the Home's log book** the date of visit, time of entry, and time of exit.

Non-adherence by Visitors:

Non-compliance with the Sharon Village Care Homes visitation policy could result in a discontinuation of visits for the non-compliant visitor.

The home shall

- Provide education and strategies for supporting visitors in understanding and adhering to the home's visitor policy.
- Recognize visits are critical to supporting a resident's care needs and emotional well-being.
- Consider the impact of discontinuing visits on the resident's clinical and emotional well-being.
- Homes are encouraged to consult the Residents' Council and the Family Council in the home on procedures for addressing non-adherence by visitors.
- Where the home has previously ended a visit by, or temporarily prohibited a visitor, specify any education/ training the visitor may need to complete before visiting the home again in order to protect residents, staff, and visitors in the home from the risk of COVID-19.

Homes have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy, provided:

- The home has explained the applicable requirement(s) to the visitor;
- The visitor has been given sufficient time to adhere to the requirement(s).

The home shall document where they have ended a visit due to non-adherence.

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

- Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:7 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

- 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 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.)
- Must be documented by the home.
- Where the home has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker may need to designate an alternate individual as a caregiver.

Any employee having a concern about a visitor or Essential Caregiver must report it directly to their immediate Supervisor for further investigation and follow-up with the Director of Care and/or Executive Director.

OUTCOME

- Visitation to SVCH homes occurs while continuing to protect the health and safety of residents, staff, and visitors, as well as supporting residents in receiving the care they need and maintaining their social connections and emotional well-being.
- The Visitation Policy will communicate variations for visiting requirements during an infectious disease outbreak, an epidemic, and/or a pandemic.
- The Visitation Policy will promote the rights of the person served to have continued support through visitation during non-outbreak and confirmed outbreaks within the Home.
- Is made accessible through posting within the Home and on the SVCH website,

Leadership and Partnership



SECTION: E-Key Stakeholders

INDEX: LP-E-40

SUBJECT: Visitor Policy

PAGE:8 of 8

APPROVED BY: CEO

Effective Date: July 17, 2022

Reviewed Date: June 27, 2023

Revised: June 27, 2023

- The Visitation Policy promotes the rights of the person-served to have family, friends, and others present 24/7 at the end-of life.