



Title: Visitor Policy	Department: Dufferin Oaks
Effective: June 2021	Manual: General
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	Policy #: GN 3 – 200
Authority: Administrator	Administrator Approval:

POLICY

The Fixing Long Term Care Homes Act (FLTCA) supports the resident’s right to receive visitors of their choice and to be able to consult in private with any person without interference. The purpose of this policy is to provide guidance and direction for staff in supporting residents with visits from family and friends while maintaining the safety of the other residents and staff in the Home.

Residents will be supported to receive and have visits from family and friends of their choosing limited only during outbreak situations where, in the opinion Public Health, limiting visits in the Home is in the best interest of the residents for a duration determined by the outbreak protocols.

DEFINITIONS

Essential Caregiver- FLTCHA, 2021, s. 267 (4) definition of an essential visitor is a person who:

- Is a caregiver or support worker who visits the Home to provide support to the critical operations of the Home or to provide 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 LTC Home to carry out their duties

General Visitor - Any other member of the public who is visiting the resident for social purposes

Those Not Considered Visitors – Long Term Care home staff, volunteers and placement students are not considered visitors as their access to the home is determined by Dufferin Oaks.

PROCEDURE

VISITORS DURING NORMAL OPERATIONS

- a) Visitors must adhere to any current surveillance screening and testing in place at the time of the visit as required by the Ministry of Long Term Care, Medical Officer of Health or local Public Health unit;
- b) All visitors and essential caregivers entering the Home must comply with any requirements for Personal Protective Equipment deemed necessary (i.e. – masks, face shields etc).
- c) Typical visitation hours are from 0900 am to 2100 hrs. Visitors outside of those times are permitted but should make every attempt to respect resident meal times and when residents retire at night, especially when a resident is in shared accommodations.
- d) There is no limitations on visits for end of life residents, but considerations are required to respect the residents sleep and privacy needs when in shared accommodations.
- e) All visitors must sign in and out of the Home and include, their name, contact information, the date and time of the visit and the name of the resident they visited.
- f) All visitors are expected to adhere to the Visitor Guidelines when visiting within the Home.

VISITORS DURING OUTBREAK

During an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic, general visitors may be restricted. Essential caregivers will be permitted to visit the resident to which the caregiver designation is assigned, except where applicable directives, orders, guidance advice or recommendations from the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act advises. Otherwise, during an outbreak, visiting hours may be adjusted, except in end-of-life situations and all Infection Prevention and Control guidelines will be followed by anyone entering the Home.

DESIGNATION OF ESSENTIAL CAREGIVERS

- Caregivers must be at least 18 years of age.
- Residents or their Substitute Decision Makers (SDM) are able to designate as many Essential Caregivers as they wish. The designation is to be made in

writing to the Home by emailing the Manager of Program Support Services or Designate. A list of caregiver designations will be readily accessible to staff. 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.

- 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 on 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.

Education

The following topics will be required components of the training and education of Essential Caregivers:

- Video entitled How to Wear a Medical Mask <https://youtu.be/adB8RW4I3o4>
- Video entitled Just Clean Your Hands – Public Health Ontario <https://youtu.be/mcSi1a9pldk>
- The Chain of Infection <https://youtu.be/IBX3jj2uUjo>
- Basic Principles for Feeding with Dysphagia <https://youtu.be/NX-v3ES0FO>

PROCESS FOR RESCINDING VISITING PRIVILEGES

- a) Unacceptable behaviour on the part of a visitor, such as loud and disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident and infringement of the visitor guidelines for visitors will not be tolerated, and may result in visiting restrictions, visiting prohibition, or legal action.
- b) Visits may be ended at the discretion of the Home's Management Team after repeated non-adherence provided the Home has explained all applicable requirements and expectations to the visitor.
- c) Any decision to temporarily prohibit a visitor will be made after all other reasonable efforts to maintain safety during visits has been exhausted. The decision to prohibit visitation will be communicated to the visitor in writing and a record will be maintained at the Home including length of restriction and requirements that need to be met before resuming visits.

(M/General/Residents Rights/Visiting Policy)