



STATEMENT OF POLICY AND PROCEDURE

Manual:	Administrative Manual	Effective:	09-2020
Section:	Resident Services	Revised:	04-2024
Subject:	VISITOR POLICY		

PURPOSE:

In accordance with Regulation 264/22 and the updated Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings Ministry of Health April 2024 the Visitor Policy is developed to ensure safe and meaningful visits for those living in Marianhill.

Cognizant of the aforementioned obligations under the FLTCA (2001), the Residents' Bill of Rights ("right to a safe environment"), Ontario Regulation 246/22, directives issued by the Chief Medical Officer of Health or local Public Health Unit, and the mission, vision and values of Marianhill, we continue to strive to achieve a balance between protecting residents from an evolving level of risk, and supporting quality of life and the overall health and wellbeing of residents, their loved ones, and the valued members of the resident care team - including our frontline healthcare workers.

Towards this effort, Marianhill's *Visitor Policy* reflects the following guiding principles:

Safety	Balancing the health and safety needs of residents, staff, and visitors, while also ensuring risks are mitigated
Emotional well-Being	Welcoming visitors through a variety of risk-based approaches to support the mental and emotional well-being of residents by reducing any potential negative impacts related to social isolation
Equitable access	Ensuring residents are given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents
Flexibility	Giving due consideration to numerous variables including evolving epidemiology, the physical and infrastructure characteristics of the home, our workforce/human resources availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE).
Equality	Residents have the right to choose their visitors. In addition, residents or their substitute decision-makers, as applicable, have the authority to designate caregivers (defined below).

TYPES OF VISITORS

Essential Visitors means:

1. a support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents,
2. a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care, or
3. a government inspector with a statutory right to enter a long-term care home to carry out their duties.
4. A caregiver: this is an individual who.
 - a. Is a family member or 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.
 - f. A caregiver may be designated on admission or at any time during the resident's stay by informing the Home verbally or in writing. More than one person may be designated as a caregiver. This information will be recorded in the electronic resident record.

General Visitor: 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. This excludes children under the age of one (1) year.

General visitors also include a person who is not an essential visitor and is visiting the home to deliver non-essential services related to either the operation of the home or a particular resident or group of residents.

Not Considered Visitors:

- Long-term care home staff (as defined under the FLTCA), volunteers and student placements are not considered visitors.
- Infants under the age of one are also not considered visitors.
- Individuals delivering essential goods or maintenance of critical infrastructure/equipment are not considered visitors.
- Government Inspectors are not considered visitors.

POLICY:

Marianhill is committed to ensuring that all individuals covered under this policy are provided timely notice of any changes to the infection prevention and control measures required under the aforesaid legislative, regulatory, and health authorities. Marianhill will provide caregivers and visitors with access to IPAC education and will ensure that personal protective equipment (PPE) appropriate to the circumstances is readily accessible to ensure the highest degree of safety for all.

PROCEDURE:

Visiting at all times:

Visitors must enter the workplace through the public reception entrance. Visitors may not enter through the worker entrance or through other points of access.

Visitor Log:

In accordance with O. Reg 246/22 s. 267 (2),

(2) Every licensee of a long-term care home shall maintain visitor logs for a minimum of 30 days which include, at a minimum,

- 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.

The sign – in book is located at the front entrance. In addition to helping maintain outbreak

notifications this logbook is also used in the event of an emergency to identify who is in the building.

Visitors must sign out at the end of the visit.

- Visitors are prohibited from using Marianhill equipment, vehicles and machinery.
- It is imperative that visitors abide by Marianhill Policies.
- Marianhill staff are available to assist you locate the resident you are visiting as well as staff.

Visiting during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic:

Visitors are expected to follow all directives and protocols of the Ministry of Health, Ministry of Long-Term Care, Public Health and any other governing organization providing direction during the outbreak, et al.

- General visitors should postpone all non-essential visits to residents within the outbreak area for the duration of the outbreak.
- Essential visitors will be directed to the nursing desk on the unit prior to visiting residents. Please follow the instructions posted within Marianhill.
- Essential visitors shall receive education on the potential risk of exposure when visiting a symptomatic resident. Education will include but is not limited to handouts, posters and 1:1 education.
- If an essential visitor is symptomatic, they are recommended not to enter the Home.
 - In some circumstances it may be determined that the visitation is recommended when an essential visitor is symptomatic. Exemptions exist on compassionate grounds to support visitation by essential visitors of patients who are at end of life. In this case appropriate PPE (mask, gown, gloves, appropriate eye protection, depending on symptoms) and hand hygiene should be performed by the visitor.
 - Essential visitors visiting symptomatic residents are encouraged to wear PPE (mask, gown, gloves, appropriate eye protection, depending on symptoms) and to perform hand hygiene with ABHR before donning and doffing PPE. Home will provide you with the PPE requirements for Additional Precautions and PIDAC Routine Practices.
 - Institutions are recommended to support the presence of essential caregivers while balancing the safety of all clients/patients /residents, caregivers, and HCWs/Staff. • Essential visitors are NOT restricted from visiting their loved ones, but limits may be required, and will be assessed on a case-by-case basis by the Home and the Public Health Unit et al.

Active and Passive Screening:

Long-Term Care Home licensees are required to ensure that the screening requirements as set out in the guidance document or recommended by the Public Health Unit are followed.

Active Screening means there is some form of attestation/confirmation of screening. This can be achieved through pre-arrival submission of online screening or in-person.

Passive Screening means that those entering the setting review screening questions themselves, and there is no verification of screening (for example, signage at entrances as a visual reminder not to enter if symptomatic).

Visitors must follow the screening requirements when posted.

Communication of Policy:

A current version of the visitor policy is provided to the Residents' Council and Family Council, included in the resident welcome package upon admission, available at the home, and accessible on the Marianhill website.

Videos:

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

(note this video begins with an ad)

Guidance Documents:

- Ministry Guidance documents: Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (ontario.ca)

Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1. Retrieved from the Government of Ontario website: <https://www.ontario.ca/laws/statute/21f39>

Fixing Long-Term Care Act: *Ontario Regulation 246/22* (2021). Retrieved from the Government of Ontario website: <https://www.ontario.ca/laws/regulation/220246>