



## HOMES AND SENIORS SERVICES

**POLICY & PROCEDURE NUMBER: 1.7**

**DEPARTMENT:** Administration

**SUBJECT:** Visitor Policy

**APPROVAL DATE:** November 2022

**REVISION DATE:**

**REVIEW DATE:** Dec. 2023; Dec. 2024

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### **POLICY:**

During non-outbreak situations visits to the Home will be guided by ministry directives/guidance documents, Fixing Long-Term Care Act, 2021 and related legislation.

### **PURPOSE:**

To provide opportunities for visitors to attend the Home while ensuring the safety of residents and staff during non-outbreak situations.

### Guiding Principles:

This 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 considered in the development of this policy.
- **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 visits may include indoor, outdoor, and virtual.



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### **PROCEDURE:**

1. Every visitor to the Home shall be required to passively/actively screen for illness (respiratory, gastroenteric, etc.) prior to entry.
2. Visitors are asked not to visit if they are unwell.
3. Visitor information is required to be documented and such documentation must be maintained for a minimum of thirty (30) days and shall include, at minimum, the name and contact information of the visitor, the time and date of the visit; and, the name of the resident visited.
4. Visitors shall be designated as one of the following: essential visitor (caregiver, support worker, 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); or general visitor. See Administration Policy 1.35 for additional information regarding visitor designation.
5. Visiting hours are encouraged between 9:00 a.m. to 8:30 p.m.; however, in specific circumstances, visiting hours may be extended (e.g. visitors of palliative residents). Approval must be obtained from the Administrator/Manager of Resident Care/Registered Staff on duty.
6. Access to the family overnight room (if available) may be offered for visitors of a palliative resident.
7. Please refer to Administration policy 1.35 Visitors and Absences During a Pandemic and Infection Control Policy 2.8 b Visitor Surveillance and Screening policy for visitor guidance.

### References:

Fixing Long-Term Care Act, 2021

ON Reg. 246/22