

MANUAL:	Administration
SECTION:	OPERATING STANDARDS
SUBJECT:	Visitor Policy

POLICY

It is the policy of Schlegel Villages to support the well-being of our residents, while ensuring the safety of those living in and working within the Villages.

Visitor Responsibilities:

Visitors play a crucial role in fostering an environment where residents can have life purpose in a caring community. Visitors are expected to support the Village's efforts to protect resident health and safety and ensure a safe working environment for team members.

Visitors have the responsibility to:

- Acknowledge and respect the rights and needs of residents, families, team members and volunteers to live in and work in an environment free from violence and harassment.
- Conduct themselves respectfully at all times.
- Respect the diverse backgrounds and interests of others.
- Respect privacy and confidentiality by not sharing any personal information seen or heard during visits, and by not entering resident rooms or team member spaces without expressed consent.
- Immediately report any potential safety concerns to a team member.
- Follow all Village policies and directions. If you have any concerns, speak to a member of the leadership team.
- Practice infection prevention and control: perform hand hygiene before, during and after visits, follow respiratory etiquette by covering coughs and sneezes; wear applicable personal protective equipment as directed; and stay home if feeling unwell.

Visitor Code of Conduct:

Our Village communities thrive on mutual respect, where team members, volunteers, families and visitors contribute to the vibrancy of Village Life.

Our Code of Conduct is defined as the following:

- Everyone will be treated with respect, kindness and dignity. Offensive comments based on race, ethnicity, religion, age, ability, cognitive status, gender identity, sexual orientation or personal traits are unacceptable.
- Visitors will use appropriate tone and respectful language with team members and residents at all times. Actions such as physical or verbal threats, intimidation, or sexually suggestive behaviour will not be tolerated.



- The personal physical space of team members and residents must be respected at all times.
- Visitors are expected to respect the roles and responsibilities of team members and not interfere with or hinder them from performing their job duties.

Schlegel Villages is committed to protecting the health and safety of its team members in accordance with the *Occupational Health and Safety Act*. Any workplace harassment or violence by visitors towards team members will not be tolerated.

If necessary, visitor access may be limited or fully restricted to ensure the safety of everyone at the Village. Please refer to the section below, “Responding to Visitor Non-Adherence”.

DEFINITIONS

A *visitor* is anyone person on Village property to visit with, provide care or services to a resident, or participate in a special program or meeting. Team members (including agency), volunteers or student placements are not considered visitors and excluded from this policy.

General Visitor - a person providing a non-essential service to the home or a resident, such as personal care, entertainment, home tours, or visiting for social reasons (family or friends).

Essential Visitor - a person visiting the home to meet an essential need related to its operations or residents’ care that could not be met in the absence of the visitor. Essential visitors are permitted at all times, even during outbreaks, epidemics, pandemics or emergencies, subject to any applicable laws. [O.Reg 246/22, s.267(1)(d)]

- i. **Caregiver** – an essential visitor who;
 - a) is a family member, friend, or a person of importance to a resident,
 - b) is able to comply with all applicable laws, directives, and 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 direct or emotional support to the resident, whether paid or unpaid,
 - d) is designated by the resident or their substitute decision-maker, if any, and
 - e) if under 16 years of age, has parental or legal guardian approval to be designated as a caregiver. [O.Reg 246/22, s.4]
- ii. **Support Worker** – an essential visitor providing services critical to the home’s operations or residents’ essential care needs.
- iii. **Person visiting very ill or palliative resident** receiving end-of-life care for compassionate reasons, hospice services, etc.



- iv. **Government inspectors with statutory right of entry** – includes government inspectors under Fixing Long-Term Care Homes Act 2021, the Health Protection and Promotion Act, the Electricity Act, 1998, the Technical Standards and Safety Act, 2000, and the Occupational Health and Safety Act.

PROCEDURE

Visitor Access

1. Visitors should self-screen for symptoms of illness and refrain from visiting if feeling unwell.
2. Visitors may visit at any time. After 9pm, visitors must use the intercom system to speak to the team leader for access to the Village.
3. Visitors will be asked to complete a visitor log for each visit. LTC Villages are required to maintain a visitor log and retain this information for at least 30 days as per *O.Reg 246/22, s.267(2)*. At minimum, the following will be collected:
 - Name and contact information of the visitor
 - Date and time of visit
 - Purpose of the visit (e.g., name of resident visited)
4. Visitors are invited to participate in Village events and activities unless restricted during an outbreak or emergency. Any restrictions will be communicated by the Village.
5. Visitors may have the option to purchase a meal to share the dining experience with their loved one.
6. During an outbreak or emergency, access may be limited to essential visitors only. Any changes to visitor access as well as additional requirements will be communicated by the Village.

Designating Essential Caregivers

1. Residents and/ or their SDM may designate individuals as caregivers.
 - Caregiver designations are at the full discretion of the resident/ SDM, not the Village.
2. Essential caregivers can be documented in the care profile section of the resident's chart.
3. When visiting a resident in isolation or neighbourhood in outbreak, the number of caregivers permitted to visit at one time may be limited. This is at the discretion of the Village in collaboration with Public Health.

Pets

1. Families and visitors are welcome to bring pets when visiting, provided the pet is in good health and supervised at all times by the visitor.
2. Pets are not permitted in the dining rooms as per public health.



3. It is required that animals travelling through Village (in public areas) are secured with owner (leash, cage or carrier, as applicable).

Fire safety

1. Upon hearing the fire alarm, visitors will leave the Village as directed by the charge/ lead nurse.
2. Visitors will not use the elevator during a fire emergency, except by direction from the on-scene Fire Official.
3. Visitors should not re-enter the Village once a fire alarm has sounded until instructed by the charge/lead nurse or Fire Official.

Smoking

All Schlegel Villages are 100% smoke-free. Visitors will not give cigarettes or lighters to residents. All smoking (tobacco, recreational cannabis, including e-cigarettes), must be beyond 9 meters from Village entrances in accordance with the Smoke Free Ontario Act.

Reporting Hazards, Accidents or Incidents

Visitors will report any hazards that may cause injury to the Charge Nurse/ Lead Nurse or a member of the leadership team immediately. Similarly, visitors will immediately report any accidents or near-miss incidents they observe to the Charge Nurse/ Lead Nurse or a member of the leadership team.

Requirements to Visit

Visitors must adhere to directions and guidelines related to visitation, including the Visitor Code of Conduct. Non-compliance could result in discontinuation of visits for any non-compliant visitor.

Responding to Visitor Non-Adherence

Schlegel Villages values the relationships between residents, visitors and team members, and has developed its visitor policy to ensure the safety of those living in, working in and visiting our Villages. The Village will take every precaution reasonable in the circumstance for the protection of its Team Members in accordance with the general duty clause of health and safety law. In the event there is a concern raised related to visitor non-adherence to responsibilities or code of conduct, the following guidelines are in place.

1. Education and support will be provided to help the visitor understand the Code of Conduct policy and protocols that have been established.

*Depending on the severity of non-adherence, a visitor may be asked to leave the premises immediately and/or legal authorities may be contacted by a Schlegel Villages Team Member or Leader. The primary consideration is to



ensure the safety of all. (per *Workplace Violence and Harassment Prevention Policy*)

2. If non-adherence continues, the concern will be escalated to a member of the leadership team (or designate, i.e., Charge Nurse or Leader on Call). They (or their designate) will provide additional education and reinforce the impact and importance visits have in supporting a resident's care needs and emotional well-being. The leader (or designate) will reiterate the need for the visitor to conduct themselves in an appropriate manner at the Village.
3. If non-compliance continues even after the leader (or designate) has explained applicable requirements and the visitor has the resources and time to adhere to the requirements, the leader (or designate) may end the visit and ask the visitor to leave the Village. If a visit has been ended by the Village, this decision must be documented using the applicable reporting form. Any decisions to end a visit will be communicated to the leader-on-call and will be reviewed by the leadership team.
4. After reviewing circumstances related to the situation, the General Manager/ Assistant General Manager (or designate) will conduct an investigation appropriate for the circumstance, and contact the visitor to review concerns and determine next steps-
5. In the event where there is repeated or flagrant non-adherence by a visitor, the Village may decide to temporarily prohibit visits if:
 - i. The non-adherence negatively impacts the health and safety of residents, team members and other visitors,
 - ii. It is demonstrated continuously by the visitor over multiple visits, and they have had previous visits ended.
6. Decisions to temporarily prohibit a visitor will be made only if all other reasonable efforts to maintain safety during a visit have been exhausted. In this case, in consultation with the VP of Operations and/or a designate from the Human Resources Department, the following will be documented and communicated to the visitor;
 - i. Restriction of location of visit or length of time visits will be restricted
 - ii. Requirements visitor must meet before visits may be resumed.
7. Should additional support be required, the Village may reach out to applicable authorities as well as other internal resources and legal resources for further direction.

We ask all who enter our Villages to adhere to our visitor responsibilities and code of conduct. Together, we can support the well-being of our residents, while ensuring the safety of those living in and working in the Villages.



RESOURCES

- Guidance document: [Recommended steps: putting on personal protective equipment](#)
- Visitor Code of Conduct