



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 have a crucial role to play in reducing risk or infection for the safety of residents and team members by adhering to infection prevention and control (IPAC) requirements and precautions described in this policy as well as communicated by the Village.

Visitors should consider their personal health and susceptibility to illness in determining whether visiting is appropriate.

Visitors have the responsibility to;

- Follow public health measures for the duration of the visit;
- Respect the rights and needs of residents, families, team members and volunteers;
- Respect the rights of team members to work in an environment that is free from violence and harassment;
- Treat residents and team with courtesy and consideration and manage conflict in a respectful manner
- Respect the diverse backgrounds and interests of others
- Report promptly any safety concerns

DEFINITIONS

A visitor is any person who is on the property of the Village to visit with, provide care or services to a resident, or host/ participate in a special program or meeting. Team members (including agency), volunteers or student placements are not considered visitors.

Essential Visitor - a person visiting a home to meet an essential need-related to the operations of the home or residents that could not be adequately met if the person does not visit the home. Essential visitors are the only type of visitor allowed when there is an outbreak or when a resident is in isolation.

- i. **Caregiver** – an essential visitor who;
 - a) is a family member or friend of 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. [O.Reg 246/22, s.4]
- ii. **Support Worker** – an essential visitor who visits to provide support to the critical operations of the home or to provide essential services to residents.
 - 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.

General Visitor - a person who is not an essential visitor and is visiting to provide a non-essential service related to either the operations of the home or a particular resident or group of residents. There are two broad categories:

- i. Visitors providing non-essential services which include but are not limited to personal care services, entertainment, or individuals touring the home.
- ii. Persons visiting for social reasons (i.e., family or friends).

PROCEDURE

Visitor Access

1. Visitors are asked to self-screen for symptoms of illness. If symptomatic, or feeling unwell, visitors should not visit.
2. Visitors may visit at any time. After 9pm, visitors will 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. O.Reg 246/22, s.267(2) requires LTC Villages to maintain a visitor log and retain information for at least 30 days. 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 in the event the Village is in outbreak.
 5. Visitors may have the option of purchasing a meal to share the dining experience with their loved one.
 6. If a Village or neighbourhood is declared in outbreak, or a resident is in isolation, only essential visitors are permitted. Essential visitors will be required to follow Village direction related to PPE.

Designating Essential Caregivers

1. Residents and/ or their SDM may designate individuals as caregivers.
 - Caregiver designations should be made in writing and 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, access may be limited to one essential caregiver per resident at a time.

Infection Prevention and Control (IPAC)

1. Visitors are encouraged to stay up-to-date with vaccinations.
2. Visitors should practice hand hygiene before, during and after visiting.
3. Visitors should practice respiratory etiquette through covering coughs and sneezes.
4. Visitors will follow all Village IPAC directions, including the use of PPE were directed.
5. Education related to IPAC is included at the end of this policy.

Pets

1. Families and visitors are welcome to bring pets when visiting, provided that 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 recommended 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.

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 has developed its visitor policy to ensure the safety of those living in, working in and visiting our Villages. In the event there is a concern raised related to visitor non-adherence, the following guidelines are in place.

1. Education and support will be provided to help the visitor understand policy and protocols that have been established.
2. If non-adherence continues, the concern will be escalated to a member of the leadership team who will speak with the visitor. They will provide additional education and reinforce the impact and importance visits have in supporting a resident's care needs and emotional well-being.
3. If non-compliance continues even after the leader has explained applicable requirements and the visitor has the resources and time to adhere to the requirements, the leader 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. 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 or assistant general manager will contact the visitor to review concerns and determine next steps which may include additional education to be taken.
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, the following will be documented and communicated to the visitor;
 - i. Length of time for prohibition;
 - ii. Requirement's visitor must meet before visits may be resumed.
7. Should additional support be required, the Village may reach out to the local Public Health for further direction.

RESOURCES

- Guidance document: [Recommended steps: putting on personal protective equipment](#)
- Video: [Putting on Full Personal Protective Equipment](#)
- Video: [Taking off Full Personal Protective Equipment](#)
- Videos: [Hand Wash video](#); [Hand Rub video](#)
- Visitor Code of Conduct