

# Visitation in Hogarth Riverview Manor and Bethammi Nursing Home

## PROGRAM & SERVICE POLICY

Number: **LRC-02-01-08**

<b>Manual:</b> Long-Term Care Resident Care Manual, Volume 1	<b>Approval Date:</b> June 21, 2023
<b>Section in Manual:</b> Commitment to Residents TAB 2	<b>Approved by:</b> Seniors' Health Quality Safety Risk Committee

**Cross References:** N/A

## Purpose

Bethammi Nursing Home and Hogarth Riverview Manor respect the rights of residents to receive the visitors of their choice while also considering the following guiding principles: safety, emotional well-being, equitable access, flexibility and equality.

The goal of the home is to limit visitor restrictions to reduce the risk of social isolation.

The home may implement visitor restrictions based on identified risks related to the health and safety of a particular resident and/or other residents of the home.

Access to the home may also be limited or restricted during the implementation of emergency measures, including but not limited to outbreaks/pandemics/endemics, fire and evacuation.

Visitors are expected to comply with the facility policies during their time in the home. Issues of non-compliance will be reported to Management

**\*\*All policies are subject to change based on directives, guidance recommendations received from the Ministry of Health, Ministry of Long Term Care or Public Health authorities\*\***

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## Policy Statement

This policy applies to Hogarth Riverview Manor and Bethammi Nursing Home

## Procedure/Instructions

Step	Description – Visitor Requirements
1	Visitors will read and attest to reading, at a minimum once per month, this Visitor Policy and reviewing infection prevention and control information provided by the home, which includes putting on and taking off required PPE and performing hand hygiene.
2	Visitors will complete passive screening prior to entering the home. If they exhibit any of the listed signs or symptoms they will not enter the home for the time frames listed.
3	Prior to entering the home a mask will be donned and it must be worn in all common areas of the home.
4	All Visitors must complete the visitor log located at each nursing station listing their name, contact information, whom you are visiting, and the date and time of the visit.
5	When visiting in the resident’s bedroom/private space in a shared room, a mask may be removed if no other residents or staff are present. (At Bethammi - If the visit occurs within a shared room the curtain must be closed to remove a medical mask.)
6	Indoor and outdoor visitors are encouraged to maintain physical distancing when possible.
7	A maximum of four (4) visitors are allowed to visit indoors at one time.

Step	Description – Additional Visitor Requirements when a home area or the facility are in Outbreak
1	If a resident home area is in outbreak, general visitors will not be permitted entry to that home area
2	During a localized outbreak, movement of all people in and out of the outbreak area is limited to essential visitors such as employees, caregivers or emergency personnel.
3	In the event of a facility-wide outbreak, general visitors will not be permitted entry into the entire home. Only essential visitors such as employees, caregivers and emergency personnel who provide essential care and services may enter the home.
4	Communication: Residents will be notified as soon as possible if an outbreak or other emergency is declared on a resident’s home area, by unit staff. POAs and family members will be notified as soon as possible if an outbreak or other emergency is declared on a resident’s home area, via Electronic Communication or email.

## Non-compliance for Visitors:

Non-compliance with the home’s policies could result in discontinuation or termination of a visit(s) for the non-compliant visitor. In the event of non-compliance by a visitor:

Step	Description
1	The home will review the Visitor Policy with the non-compliant visitor including the Infection Prevention and Control measures.
2	Home management, including approval of Director of Care (DOC) or Administrator, will use their discretion to end a visit after repeated non-compliance to the Visitor Policy, provided: <ol style="list-style-type: none"> <li>The home has explained the applicable requirement(s) to the visitor;</li> <li>The non-compliant visitor has been given resources to adhere to the requirement (e.g. there is sufficient space to physically distance; the home has supplied PPE and demonstrated how to properly put PPE on); and</li> <li>The non-compliant visitor has been given sufficient time to adhere to the requirement(s).</li> </ol>
3	Home management, including approval of the Administrator, will use their discretion to temporarily prohibit a visitor in response to repeated or flagrant non-compliance, including determining a reasonable length of time for the prohibition. Temporary prohibitions will be made only after all other reasonable efforts to maintain safety during visits have been exhausted, including: <ol style="list-style-type: none"> <li>Repeated attempts to explain and demonstrate how the visitor can adhere to the requirements are not successful.</li> <li>Visitor refusal to follow the requirements of the Visitor Policy.</li> <li>The visitor has negatively impacted the health and safety of residents, staff and/or other visitors in the home.</li> <li>The visitor demonstrates non-compliance continuously over multiple visits.</li> </ol> Note: The visitor will be required to re-read the Visitor Policy and review the Infection Prevention and Control measures before visits are resumed.

## Definitions

### Types of Visitors

SJCG defines visitor types in order to provide clarity regarding access to the home if the home were in a declared outbreak of communicable disease, a pandemic, endemic or other public health emergency, including any other applicable emergency.

When the home is in an outbreak or other emergency situation, restricting access to the home is to protect the well-being of residents, employees and general public. It permits the home to effectively manage and control the urgent event.

There are 2 different types of visitors:

- General visitors
- Essential visitors

### **General Visitors**

A general visitor is a person who is visiting the home for non-essential, non-urgent reasons and/or services. This may include, but not limited to, the following:

- Contractors providing non-urgent services such as telephone or cable installation
- Entertainment or others attending the home for recreational purposes
- Individuals coming to tour the home
- Individuals who want to access the business office for non-urgent matters
- Individuals coming for social visits with residents that are not registered as caregivers within the home.

General visitors must follow all applicable infection prevention and control (IPAC) precautions that are in place at the home that may include: Masking, screening, testing, PPE etc.

General visitors younger than 14 years of age must be accompanied by an adult.

**If a resident is self-isolating or symptomatic, or the home is in an outbreak, general visitors are NOT permitted.**

### **Essential Visitors**

Essential visitors are those who provide essential services and care for residents in the home. Essential visitors will be permitted to visit the home if the home is in outbreak or the resident is self-isolating or symptomatic. Essential visitors may be required to confirm their vaccination status in the event of an outbreak. Those who cannot demonstrate required vaccine status may have their visits restricted to the resident room only.

There are 4 types of Essential Visitors:

- Caregivers
- Support workers
- Compassionate care providers
- Government inspectors

**Caregivers** are defined as a family member, friend or person of importance to the resident. This individual must meet the following requirements to be designated an “essential” care giver

1. Be designated by the resident or substitute decision-maker, and recorded in the electronic chart under Residents Contacts. If this person is under the age of 16, they must have approval of a parent or legal guardian to be designated.
2. Provide one or more forms of support or assistance to meet the needs of the resident.
3. Must be able to comply with the home’s policies and any directives, orders, guidance, advice, or recommendations issued by public health, emergency and other LTC authorities.
4. Must be able and willing to complete education/training on infection control measures, including the use of personal protective equipment.

**Support workers** are individuals who provide services that support the home’s operations and essential services to residents. These may include employees of the home, emergency response personnel, allied health professionals who provide contract services, contractors coming to provide urgent services.

**Compassionate care providers** are those who provide compassionate care and may include individuals visiting very ill residents or those at end of life, providing hospice or clergy services.

**Government inspectors** are those with a statutory right to enter a long-term care home to carry out their duties. These may include inspectors from the Ministry of LTC, Ministry of Labour or Public Health inspectors.

### **Access to the home**

All visitors are permitted entry to the home as long as the home is not in outbreak or managing any emergency in which the home is required to impose such restrictions.

## Related Practices and/or Legislation

Fixing Long-Term Care Act, 2021

COVID-19 Guidance Document for Long-Term Care Homes in Ontario