



## VISITORS POLICY

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**Manual: Infection Prevention and Control**

**Section: Infection Control**

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**Policy Title: Visitors Policy**

**Policy Number:**

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**Cross Reference:**

**Issued by: Administrator / Director of Care / IPAC Coordinator**

**Approved By: Administrator**

**Approval Date: September 2020**

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### **Preamble**

The Golden Plough Lodge will follow the [“Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings \(ontario.ca\)”](#) to support visitors and residents.

### **Purpose**

All long-term care homes must have a visitor policy in place that is compliant with the [“O. Reg. 246/22: GENERAL \(ontario.ca\)”](#).

Therefore, the purpose of this policy is to provide a framework to support the gradual, staged return of visitors while ensuring:

- **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** - welcoming visitors is intended to support the mental and 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 and infrastructure characteristics of the home, its workforce or human resources 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 to consider when setting home-specific policies; and
- **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.

## Responsibility

Staff

Visitors – (General visitors, Essential caregivers)

## Appendices

- A. Outdoor Visiting
- B. Indoor Visiting
- C. Essential Caregiver Visits

## Types of Visitors

**Not considered visitors** - Long-term care home staff, volunteers and student placements are not considered visitors as their access to the home is determined by the home. Infants under the age of one are also not considered visitors and are excluded from testing requirements.

**Essential caregivers** - There are no limits on the total number of essential visitors allowed to come into a home at any given time, under this guidance.

A caregiver should not visit any other home for **10 days** after visiting:

- an individual with a confirmed case of COVID-19
- an individual experiencing COVID-19 symptoms

**General visitors** - A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. 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.

All general visitors, including children under the age of five, can enter the Golden Plough Lodge;

- Visitors are not required to provide proof of vaccination to enter Golden Plough Lodge
- There are no limits on the number of visitors permitted for indoor and outdoor visits;

It is recommended, but no longer required, that visitors and caregivers wear a mask at Golden Plough Lodge. Visitors are required to comply with any masking/PPE requirements as appropriate during outbreaks or if the resident is on Additional Precautions.

**Please note:** This is current MOLTC direction and/or directives and may subject to change.

## Suspect Outbreak Recommendations

### Essential caregivers

- Essential caregivers/visitors are directed to the reception desk prior to visiting residents
- Essential caregivers/visitors are educated on the potential risk of exposure when visiting a symptomatic resident by means of handing out the IPAC booklet for visitors
- If an essential caregiver/visitor is symptomatic, they are recommended not to enter Golden Plough Lodge
  - Exemptions exist on compassionate grounds to support visitation by essential caregivers/visitors of patients who are at end of life.
  - In the case above, appropriate PPE (mask, gown, gloves, appropriate eye protection, depending on symptoms) and HH should be performed by the visitor

Golden Plough Lodge will NOT restrict Essential caregivers from visiting their loved ones, but limits may be required, and will be assessed on a case-by-case basis by the Outbreak Management Team and the setting.

### General visitors

- General visitors should postpone all non-essential visits to residents within the outbreak area for the duration of the outbreak.

## Confirmed Outbreak Recommendations

Visitors are required to comply with any masking/PPE requirements as appropriate during outbreaks or if the client/patient/resident is on Additional Precautions

**Essential caregivers** – Essential caregivers should wear a medical mask, maintain physical distancing, and should notify Golden Plough Lodge of their recent illness/positive test. If the individual being visited can also wear a mask, it is recommended they do so.

**General visitors** - General visitors who test positive for COVID-19 and/or have symptoms compatible with COVID-19 should avoid non-essential visits to residents for 10 days following symptom onset and/or positive test date (whichever is earlier/applicable)

General visitors should postpone non-essential visits to residents who are symptomatic and/or self-isolating, or when Golden Plough Lodge is in outbreak.

## Visitors Sign in

Visitors must sign in upon arrival at the Golden Plough Lodge and sign out upon leaving the Golden Plough Lodge. The information below is mandatory:

- Your name and contact information (Phone Number)
- The time and date of the visit; and
- The name of the resident visited

**\*\*Palliative and emergency situations** – screening and testing for caregivers and general visitors is not required in an emergency situation or in situations where these individuals are visiting or attending to residents receiving end-of-life care.

## Screening Requirements

- Visitors will monitor themselves for COVID-19 symptoms at the entrance of the building and will not be permitted to enter the home if they are feeling ill.

- Signage at entrances and throughout the home are listing signs and symptoms of COVID-19, information on self-monitoring, and steps that must be taken if COVID-19 is suspected or confirmed.
- Visitors who are showing symptoms of COVID-19 or had a potential exposure to COVID-19, and have screened positive should:
  - Not enter the home
  - Be advised to follow public health guidance

**Please note:** All visitors entering the home should adhere to the home's visitor policies.

**Any violation of Golden Plough Lodge policies, Ministry of Long-Term Care directives or non-compliance with HKPR Public Health direction places the Residents of this Home at risk and will result in the immediate end to the visit and will be the basis for discontinuation of future visits.**

## **Appendix A - Outdoor Visiting**

Golden Plough Lodge has designated an outdoor area where visitors can meet with loved ones. **Staff will support the transfer of residents to and from the dedicated outdoor area and monitor each visit.**

### **Number of Visitors Permitted - Unlimited**

This is subject to current MOLTC direction and/or directives

### **Scheduling of Visits**

- Visits must be prescheduled to allow for appropriate physical distancing and staff coverage
- Visiting hours are **Monday-Sunday 10am to 6pm**
- Scheduling visits will:
  - Provide meaningful and equitable access to visits for all residents; and,

- Consider staffing and space capacity available to maintain safety of residents, staff and visitors.
- The resident's needs come first and will be considered at all times during visits.

## Appendix B - Indoor Visiting

Golden Plough Lodge has designated an indoor area where visitors can meet with loved ones. **Staff will support the transfer of residents to and from the dedicated indoor area and monitor each visit.**

**Number of Visitors Allowed** - Unlimited

### Scheduling of Visits

- Visits must be prescheduled to allow for appropriate physical distancing and staff coverage
- Visiting hours are **Monday-Sunday 10am to 6pm** • Established scheduling practices will:
  - Provide meaningful and equitable access to visits for all residents; and, ○ Consider staffing and space capacity available to maintain safety of residents, staff, and visitors.
- The individual needs of residents will be considered at all times during visits.

### Visitor Requirements

Visitors must sign in upon arrival at the Golden Plough Lodge and sign out upon leaving the Golden Plough Lodge. The information below is mandatory:

- Your name and contact information
- The time and date of the visit; and
- The name of the resident visited

**\*\*Palliative and emergency situations** – screening and testing for caregivers and general visitors is not required in an emergency situation or in situations where these individuals are visiting or attending to residents receiving end-of-life care.

- Visitors will monitor themselves for COVID-19 symptoms at the entrance of the building and will not be permitted to enter the home if they are feeling ill.
- Signage at entrances and throughout the home are listing signs and symptoms of COVID-19, information on self-monitoring, and steps that must be taken if COVID-19 is suspected or confirmed.
- Visitors who are showing symptoms of COVID-19 or had a potential exposure to COVID-19, and have screened positive should:
  - Not enter the home
  - Be advised to follow public health guidance

## Appendix C - Essential Caregiver Visits

### Essential Caregiver Visiting Hours

Monday - Sunday, 10:00 am to 6:00 pm

### Definition

“**caregiver**” means an individual who,

- A. is a family member or friend of a resident or a person of importance to a resident,
- B. can 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.

### Designation of Essential Caregivers

A maximum of **four** essential caregivers may be designated per resident at a time. The designation should be made in writing to the home. The decision to designate an individual as an essential caregiver is entirely the remit of the resident and/or their substitute decisionmaker. Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions, and translators.

A resident and/or their substitute decision-maker may change a designation in response to a change in the:

- Resident’s care needs that are reflected in the plan of care, or
- Availability of a designated caregiver, either temporary (e.g., illness) or permanent

### Essential Caregiver Requirements

1. Must be at least 16 years of age;



2. Essential Caregivers are required to review this policy prior to initial visit, and monthly thereafter;
3. Must be screened prior to entering the home and obtain and rapid antigen test upon arrival, each visit;
4. May only use a designated visitor washroom which are located near the Auditorium and at the Courthouse Road entrance.