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| Holland Christian Homes | | POLICY and PROCEDURE | |
| Subject/Name: | Grace and Faith Manor Visitor Policy | | Page 1 of 5 |
| Last Revision Date: | April 22, 2022 | Number: | ADM012 |

POLICY

Holland Christian Homes believes the presence of family, friends, and the community are important components of a high quality of life for those residing in the Manors. Holland Christian Homes has established guidelines to facilitate this involvement in order to protect residents, employees, visitors, and the community's right to privacy and confidentiality, as well as the right to be cared for, visited, and work in a safe environment.

This visiting 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 to consider when setting home-specific policies.
- **Equality** – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

Visitors should consider their personal health and susceptibility to infections in determining whether visiting a long term care home is appropriate.

PURPOSE

- To ensure a safe environment that follows provincially mandated protocols and directives regarding visits in LTC homes.
- To protect Grace and Faith Manor residents and staff from the risk of infection / outbreaks, particularly as Grace and Faith Manor residents are more susceptible to infection than the general population due to their age and medical conditions.
- To comply with all applicable laws and regulations.
- To establish and implement a written visitor policy which at a minimum,

- (a) includes the process for visitor access during non-outbreak situations and during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic;
- (b) complies 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; and
- (c) ensures that essential visitors continue to have access to Faith and/or Grace Manor during an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic or a pandemic, subject to any applicable laws.

DEFINITIONS

“Up to Date with Vaccines”

Up to date with vaccines means a person has received all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible.

- **See website - “*Staying Up to Date with COVID-19 Vaccines: Recommended Doses*”** [Staying Up to Date with COVID-19 Vaccines: Recommended Doses \(gov.on.ca\)](https://www.gov.on.ca)

“Essential Visitor” means:

(a) a **caregiver** is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of caregivers include family members who provide meaningful connection, a privately hired caregiver, paid companions and translators.

- Caregivers must be at least 16 years of age.
- A maximum of 4 essential caregivers may be designated for each resident.
- The designation must be made **in writing** to the homes **Director of Resident Care (DRC) or Assistant Director of Resident Care (ADRC)** by the resident, if competent, and if not, by their substitute decision maker for care (SDM).
- Once the names of the designated caregivers are received by the DRC/ADRC, the DRC/ADRC will update the resident’s profile in PCC with the names of the caregivers and will write a progress note in the resident’s chart in PCC.
- The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker and not the home.
- 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.
 - Availability of a designated caregiver, either temporary (e.g., illness) or permanent.

- Residents/SDMs are encouraged to limit the number of caregiver changes in order to maintain consistency and to avoid a large number of individuals entering the home for infection control reasons.
- **See Caregiver Designation Form**

(b) a **support worker** who visits a home to provide support to the critical operations of the home or to provide essential services to residents (Grace Manor and Faith Manor Administrator and DRC in collaboration with the interdisciplinary team will determine which services/workers are considered to be essential for the residents and the Manor).

(c) a **person visiting a very ill or palliative resident** for compassionate reasons including, but not limited to, hospice services or end-of-life care, or

(d) a **government inspector** with a statutory right to enter a long-term care home to carry out their duties.

“General Visitor” means a person who is not an essential visitor and is visiting:

- to provide non-essential services, who may or may not be hired by the home or the resident or their substitute decision maker.
- for social reasons (for example, family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.

***Note:** Faith and/or Grace Manor staff, volunteers and placement students are **not** considered visitors as their access to the home is determined by Holland Christian Homes.

PROCEDURE

General Rules for Visitors:

- Visitors must not visit the home if they feel sick, unwell or have symptoms of a cough, cold, fever, stomach virus (e.g. diarrhea or vomiting), or any other contagious condition
- Visitors are expected to abide by the Manor’s established policies and procedures including the attached Visitor Guidelines, and any other applicable communication or legislation
- Visitors who are legally prohibited from contacting a resident are not permitted to visit
 - **see Visitor Guidelines**

Visiting Hours:

- Grace and Faith Manor is the residents’ home, there is no restriction on visitation hours (except by 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).

- All visitors and residents respect their roommate (if applicable) and other residents by maintaining a reasonable visiting schedule and ensuring that visits are limited to the individual resident's space when in their room.

Visitor Logs

Faith and/or Grace Manor maintains visitor logs for a minimum of 30 days which include,

- (a) the name and contact information of the visitor;
- (b) the time and date of the visit;
- (c) the purpose of the visit; and
- (d) the name of the resident visited.

Visitor Access During Non-Outbreak Situations

- Visitor access to Faith and/or Grace Manor during non-outbreak situations – no restrictions to visitors,
- Follow the established Visitor Guidelines,
- Active screening and testing may be required prior to entry.
- All visitors must comply with the established infection prevention and control protocols.

Note: When not in outbreak, caregivers may visit more than one resident on a single day. Caregivers are discouraged from crossing back and forth between home areas on a single day for infection control reasons.

- **With prior approval from the home**, caregivers may support up to two residents, provided Faith and/or Grace Manor obtains consent from all involved residents (or their substitute decision makers).

Visitor Access During Outbreak Situations

Essential Visitors are the only type of visitor allowed to visit Faith and/or Grace Manor during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic or a resident is in isolation, subject to any applicable laws.

- Visitor access to Faith and/or Grace Manor during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic will be adjusted as necessary keeping the safety and emotional wellbeing of residents and staff at the forefront.
- All visitors must comply with the infection prevention and control protocols.
- Active screening and testing may be required prior to entry.
- Education and Training may be required on such things as: IPAC, hand hygiene, donning and doffing PPE.
- Signing of attestations of previous contacts with an exposed person.
- Follow the established Visitor Guidelines

- If the resident **is** self-isolating or symptomatic OR the home is in **outbreak**, a maximum of **1** caregiver per resident may visit at a time, unless otherwise directed by Public Health.
- A caregiver may **not** visit any other resident or home for 14 days after visiting another
 - Resident who is self-isolating or symptomatic; and/or
 - Home in an outbreak.
- **With prior approval from the home**, based on public health advice, in an outbreak, caregivers may support up to two residents, provided Faith and/or Grace Manor obtains consent from all involved residents (or their substitute decision makers).

Communication about the Visitor Policy and Revisions

- As situations evolve, Faith and/or Grace Manor will communicate with visitors about any changes in visitation including cancellation and resumption of visits and the associated procedures, including but not limited to, infection prevention and control (IPAC), scheduling and any home-specific policies. This process may include sharing an information package with visitors on IPAC, the use of PPE and other operational procedures such as limiting movement around the home, if applicable, and ascertaining visitors' agreement to comply.
- This visitor policy may need to be revised to comply with new or revised 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.
- The Holland Christian Homes website will be a key area for communicating any changes to the visitor policy.
- The current version of the visitor policy will be provided to the Residents' Council and Family Council, and included in the Resident Information Package, posted in the home and communicated to residents.
- Faith and/or Grace Manor ensures that the current version of the visitor policy is provided to the Residents' Council and Family Council annually for their review.

Non-adherence to Visitor Policy - Any non-adherence to this policy and the Visitor Guidelines could be the basis for discontinuation of visits at the discretion of Faith and/or Grace Manor's Administrator.

Attachments

- [Designated Caregiver Form](#)
- [Visitors Guideline](#)