



Guidelines for Visitors

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 a Long-Term Care Home. 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. Please adhere to the following guidelines when visiting Grace Manor or Faith Manor Long Term Care homes.

When planning a visit:

- Please do not visit the home if you 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 home's established policies and procedures, and any other applicable communication or legislation
- Visitors are encouraged to refrain from wearing scented products
- Visitors who are legally prohibited from contacting a resident are not permitted to visit

When visiting the home:

- Please use available parking spots, but do not park in any space marked, "reserved". The driveway in front of the home can be used for pick up/drop off (no standing or parking), and must be available at all times for emergency vehicles
- Visitors must sign in and out when coming in /out of the building, and wear a visitor's name tag at all times.
- Visitors are asked to be respectful towards all residents, staff, and other visitors
- Visitors are asked to be respectful of the goods and property of others
- Activity room fridges are for resident-use only. Any resident items put in fridge must be labelled with the resident's name and the date it was placed in the fridge. Items will be discarded by staff if unlabeled, expired, or as needed for resident safety
- Visitors to the home are welcome to visit with the resident on the Resident Home Area where they reside, or in common public areas

- All visitors must sign the resident out of the Resident Home Area when going to other public areas in the building, or leaving the building. A staff member should also be advised
- Non-family members are not permitted to visit a resident in a private room unless expressly invited by that resident or family
- Visitors are expected to respect the rights of all residents and families, including not monopolizing common spaces on Resident Home Areas
- Visitors are not permitted in non-resident areas. This includes, but is not limited to, nursing stations, conference rooms, staff rooms, storage rooms, utility rooms, and home service areas such as laundry and receiving
- Children must be supervised by a responsible adult at all times
- Pets must be leashed, well-mannered and have updated rabies, distemper and other commonly required vaccinations. Supporting documentation must be provided to the Director of Programs and Services. Pets/animals are not permitted anywhere within food service or dining areas (service animals exempted).
- During winter months, visitors are asked to take care to ensure they have removed excess snow from clothing and footwear; resulting puddles could become a hazard

Definition of Essential Visitor

- “Essential visitors” are defined as a caregiver, support worker, a person visiting a very ill resident, or a government inspector with a statutory right of entry.
- A “caregiver” is defined as a family member or friend, or a person of importance to a resident and who provided one or more forms of support or assistance, including direct physical support or social, spiritual, or emotional support.
- The designation of a caregiver is the responsibility of the resident and/or their substitute decision maker with authority to make that designation, if any, and not the home.

Health and Safety – Infection Control

- Regular cleaning of hands reduces the spread of infection. Please clean your hands frequently use the provided alcohol-based hand rub (ABHR) when visiting. Cover coughs or sneezes with tissue or crook of arm. Please refrain from touching your face
- If Infection Control Precaution signage is posted, please check with the nursing staff for further direction prior to entering room
- Visitors are strongly encouraged to stay up to date with all recommended vaccines.
- Follow staff instruction in the event of an emergency (staff person wearing the emergency vest)
- Visitors will refrain from providing personal care to residents for which knowledge, education, and certification may be required
- Should the home experience an outbreak, visitors are expected to respect the restrictions that may be put into effect in consultation with Peel Public Health and other authorities
- In the event the home is placed in outbreak status, further restrictions and/or requirements of visitors may be implemented with regards to screening, testing, education/training on hand-hygiene and proper wearing of personal protective equipment (PPE).
- Limitations regarding the number of caregivers or visitors are subject to applicable directives, orders, advice or recommendations issued by the Chief Medical Officer of Health or a Medical Officer of Health.
- Essential Visitors will be allowed to continue to visit regardless of outbreak status subject to applicable laws, and must follow the posted IPAC/PPE requirements.
- Visitors are required to adhere to all posted notices and to the visiting guidelines when visiting Grace Manor and/or Faith Manor including adherence to the established active screening and surveillance testing requirements and IPAC procedures (wearing of appropriate PPE) of the Manor which may change from time to time.
- Visitors may be required to verbally attest that they have read/re-read the home’s visitor policy as required.
- Visitors must respect that visits may be cancelled due a shortage of PPE at Faith/Grace Manor, or as guided by public health in the event of an outbreak.
- All visitors and residents respect their roommate (if applicable) by maintaining a reasonable visiting schedule and ensuring that visits are limited to the individual resident’s space when in their room.

Privacy

- The privacy of all residents, staff and other visitors must always be respected
- Staff are only able to provide updates on a resident's specific condition to one documented designated person
- Visitors, including family, must not take pictures, voice or video recordings of any residents, staff or other visitors without the express consent of the individuals involved. Any video recordings taken within the residence require the prior written consent of a senior staff member of the residence on the form prescribed for same.
- Visitors may be requested to leave a resident's room when personal care is being provided

Other

- Food and fluids are available for resident consumption only
- When assisting your loved one to eat a meal, please be seated, and use only a teaspoon (no tablespoons allowed)
- Supplies and equipment within the home are not available for use by visitors without the express permission of the home
- Smoking is prohibited in the home and nine metres surrounding any entrance/exit. Smoking is only permitted in designated areas on the home grounds
- The consumption of alcohol is strictly prohibited by visitors
- Possession and use of street drugs and/or weapons is strictly prohibited

Any non-adherence to these rules, unacceptable behaviour on the part of a visitor such as loud and disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident, and infringement of the guidelines for visitors will not be tolerated, and may result in visiting restrictions, visiting prohibition, or legal action at the discretion of the Manor Administrator.