



LAST UPDATED: April 2022

APPENDICES:

- Appendix 1 Caregiver Designation: Parental/Guardian Approval
- Appendix 2 Visitor Guidelines (Ontario)
- Appendix 3 IPAC Visitor Education Package

REQUIRED DOCUMENTS:

• RESIDENT VISITOR SIGN IN FORM, 02.4a – Accessible on Systems 24-7.

RELATED AND SUPPLEMENTAL POLICIES:

- 02.1l, Visitor Policy, Occupational Health and Safety, Systems 24-7
- RC-02-01-01, Zero Tolerance of Resident Abuse and Neglect Program, Resident Care Manual
- RC-02-01-04, Commitment to Resident-Centred Care and Resident Rights
- RC-02-01-05, Supervised Visitation, Resident Care Manual
- RV-03-01-04, Pets In the Home, Recreation and Volunteer Services Manual
- IC-04-01-03, Managing An Outbreak, Infection Prevention and Control Manual
- IC-05-01-07, Acute Respiratory Illness, Infection Prevention and Control Manual
- IC-05-01-13, Coronavirus (COVID-19), Infection Prevention and Control Manual

POLICY

Homes will ensure visitors have access to residents that respects resident rights. Visit access will be subject to applicable legislation, imposed limitations due to any emergency situation, or other identified health and safety risks.

Homes will follow province-specific directives and implement risk mitigation strategies to ensure a safe and secure home which includes the management of visitors. Risk mitigation strategies are intended to address and balance the following:

- The protection and safety of residents, visitors and staff;
- The well-being of residents when allowing visitations from families/friends to reduce any potential negative impacts related to social isolation; and
- Equitable access whereby all individuals seeking to visit a resident will be given, where possible, equitable visitation access, consistent with resident preference and with reasonable restrictions that safeguard residents.

Note: Any provincial or jurisdictional directives or resources, including Public Health directives, that exceed the requirements set out in this manual shall supersede the respective content of this manual.

BACKGROUND

The Visitor Policy is meant to protect the health and safety of residents, staff and visitors, while supporting residents in receiving the support they need and maintaining their physical, mental, social and emotional wellbeing and their quality of life.



PROCEDURES		
ADMINISTRATOR / DESIGNATE	1.	Follow any provincial and/or jurisdictional specific directives and guidelines related to managing visitations.
	2.	Ensure staff are aware of and follow any provincial and/or jurisdictional directives and guidelines as well as any policies on the management of visits, such as Supervised Visitation, Outbreak Management, etc. Refer to Extendicare's <i>Visitor Policy</i> available in the Occupational Health and Safety Manual on Systems 24-7.
	3.	Consider the following when providing visitor access:
		a. Areas where visits can be held, including indoor and outdoor areas;
		a. Assigning an escort for visitors, when indicated;
		 Directional signage to the entrance(s) and exits of the outdoor spaces, and indoor visit areas, as applicable;
		c. Access to chairs, where required;
		d. Access to shade (umbrellas) in the outdoor areas, as required; and
		e. Any required cleaning/disinfecting.
	4.	Ensure visits are documented using the process and Resident Visitor Sign In Form identified in the Occupational Health and Safety Manual. <i>Refer to Systems 24-7.</i>
	5.	Allow caregivers to visit residents in outbreak and non-break situations following any provincially mandated restrictions, such as limiting number of visitors allowed at a time, visiting room/area, etc. In outbreak situations, refer to policy, <i>Managing an Outbreak</i> in the Infection Prevention and Control Manual.
	6.	Allow unrestricted access for visits to a resident who is at end-of-life or for other extraneous circumstances, and as determined by provincial directives.
	7.	Ensure visitors adhere to infection, prevention and control (IPAC) protocols, including required PPE and hand hygiene.
	8.	Follow province-specific directives on the provision and use of Personal Protective Equipment (PPE) for visitors.
	9.	Ensure processes are in place to screen (active and/or passive) visitors when provincially directed to do so.
	ON	ITARIO
	1.	Ensure a home-specific process is in place for documenting and keeping a written record of:
		a. the designation of a caregiver; and



PROCEDUR	ES
	b. the approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver, if applicable. Refer to form, <i>Caregiver Designation: Parental/Guardian Approval, Appendix 1</i> .
STAFF	 Provide visitors and residents the IPAC Visitor Education Package, as required. Refer to IPAC Visitor Education package, Appendix 3.
	ONTARIO
	1. Provide visitors the Visitor Guidelines, as required. Refer to Visitor Guidelines (Ontario), Appendix 2.
	Homes will need to accommodate for visitors who are unable to put on or remove PPE without assistance from another person.
•	Homes have the discretion to end a visit or prohibit a visitor (including caregivers) from

Homes have the discretion to end a visit or prohibit a visitor (including caregivers) from
visiting in response to repeated and flagrant non-compliance with Extendicare's policies
and/or provincial guidelines and where a visitor's behaviour may impact the home's ability
to ensure a safe and secure home.



ESSENTIAL VISITOR

In Ontario, Essential Visitor means:

- a. a caregiver,
- 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,
- c. a person visiting a very ill 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.

CAREGIVER

In Ontario, Caregiver means an individual 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.

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Accessible Canada Act, SC 2019, c 10 https://laws-lois.justice.gc.ca/eng/acts/A-0.6/

Accessibility for Ontarians with Disabilities Act https://www.ontario.ca/laws/statute/05a11

Ontario Ministry of Health and Long-Term Care http://www.health.gov.on.ca/en/

Ontario Fixing Long-Term Care Act, 2021 https://www.ontario.ca/laws/statute/21f39

Ontario Regulation 246/22 made under the Fixing Long-Term Care Act, 2021 https://www.ontario.ca/laws/regulation/r22246

Alberta Health Services http://www.albertahealthservices.ca/

Alberta Continuing Care Accommodation and Health Service Standards https://www.alberta.ca/continuing-care-accommodation-and-health-service-standards.aspx

The Accessibility for Manitobans Act, C.C.S.M. c. A1.7 https://web2.gov.mb.ca/laws/statutes/ccsm/a001-7e.php

Manitoba Health, Seniors and Active Living http://www.gov.mb.ca/health/

Manitoba Health Services Insurance Act, RSM 1987, c. H35 https://web2.gov.mb.ca/laws/statutes/ccsm/h035e.php

Manitoba Personal Care Homes Standards Regulation, 2005 https://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=30/2005

Extendicare's Intranet is the official source of current approved policies, procedures, best practices and directives.





Caregiver Designation: Parental/Guardian Approval

APPENDIX 1

LAST UPDATED: April 2022

			ian Approval
1011052	IN THE PROVINCE OF ONTARIO T	O APPROVE THE DESIGNATION O	F A CAREGIVER UNDER THE AGE OF 16
	Resident's Name:		
Name of	Person to be Designated:		
Devent			
	'Guardian's Name: me Address:		
	nail address:		
Emerge	ency Contact	Evening:	Mobile:
Telephor	ne Numbers:		
v cigning t	his Approval, I, being the parent g	uardian of the above named Porce	on to be Designated:
			-
			er, defined as the following (O.Reg.246/22)
	aregiver" means an individual who is a family member or friend of a		e to a resident
			lirectives, orders, guidance, advice or
		Chief Medical Officer of Health or	a medical officer of health appointed
c)		tivities of daily living or providing	eeds of the resident, including providing social, spiritual or emotional support,
d)	is designated by the resident or the designation, if any, and	he resident's substitute decision-r	naker with authority to give that
e)	in the case of an individual under designated as a caregiver.	16 years of age, has approval from	m a parent or legal guardian to be
Signat	ure of Parent/Guardian		Date
	·		DD / MM / YY
Fan in t ar	-1		
For intern	al use only.		's PCC Profile as a written progress note
— . .			

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APPENDIX 2

Visitor Guidelines (Ontario)

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ALL VISITORS

SCREENING

Vis	tors are asked to reflect upon the importance of visits. Remember:
a.	Visits are critical to supporting a resident's care needs and emotional well- being; and
b.	It is the visitor's responsibility to comply with home's policies that provide measures that protect the health and safety of residents, staff and other visitors.
res	ow infection prevention and control practices such as hand hygiene, piratory etiquette, Personal Protective Equipment (PPE) requirements, I/or physical distancing when indicated (i.e., mask, gown, gloves, etc.).
	tors are encouraged to read the Visitor policy and ask questions if any ity is required.
	tors must self-screen to not be experiencing any of the typical and/or pical symptoms before visiting the home.
W/h	ere a home may need to monitor visits, the monitoring will be

MONITORING VISITS . Where a home may need to monitor visits, the monitoring will be implemented in a manner that respects the resident's right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.

- VISITING A Visitors will have unrestricted access to a resident who is at end-of-life or for • PALLIATIVE OR other extraneous circumstances, unless otherwise determined by provincial directives (i.e., limiting the number of visitors during a pandemic situation). CRITICALLY ILL RESIDENT
- DESIGNATED Residents and/or their substitute decision-maker may designate individuals to CAREGIVER help meet the resident's care needs: In Ontario, "Caregiver" means an individual 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,



Visitor Guidelines (Ontario)

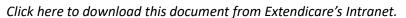
- c. provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,
- d. is designated by the resident or the 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**. *Speak to a staff for a Caregiver Designation: Parental/Guardian Approval form*.
- If feeling unwell, visitors should reschedule their visit.
- Accommodation will be provided for visitors who are unable to put on or remove any required PPE without assistance from another person.

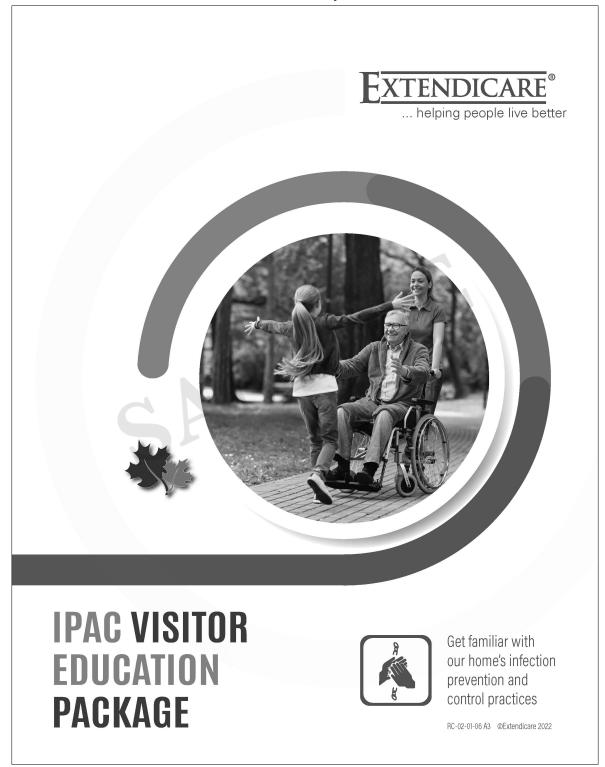




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APPENDIX 3







IPAC Visitor Education Package

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EXTENDICARE helping people live bet		
IPAC Education Co	untents.	
		PAGE:
HAND HYGIENE		
How to Hand Wash:		
How to Hand Rub:		
Video Links on Hand Washing	g and Hand Rubbing:	
PERSONAL PROTECTIVE EQUIP	PMENT	
PPE Donning Sequence:		5
PPE Doffing Sequence:		6
Video Links on PPE Donning a	and Doffing:	
The Right and Wrong Way to	Wear a Mask:	8
PROTECTING OTHERS		
Respiratory Etiquette:		
Infection Prevention and Con	ntrol (IPAC) Principles:	
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