



Manual:	Infection Control COVID-19 Pandemic	Reference No.:	April 2023
Section:	Administration		
Subject:	Visitors		

POLICY:

It is the policy of Primacare to take every precaution reasonable in the circumstances to protect staff, residents and visitor.

Visitors are welcome to visit that supports the residents wishes. During an outbreak, general visits will be limited or halted as per Public Health direction.

This policy considers the following principles: safety, emotional well-being, and flexibility. It also addresses concepts such as compassion, equity, non-maleficence, proportionality (i.e., to the level of risk), transparency and reciprocity (i.e., providing resources to those who are disadvantaged by the policy).

Types of Visitors:

There are four types of essential visitors

Caregiver means a type of visitor who is visiting the home to provide direct care to meet the essential needs of a particular resident. Caregivers must be at least 18 years of age and must be designated by the resident or his/her substitute decision-maker (if any). Direct care includes providing support or assistance to a resident that includes providing direct physical support (for example, eating, bathing and dressing) and/or providing social and emotional support

Support worker means a person who visits a home to provide support to the critical operations of the home or to provide essential services to a resident. Essential services include, but are not limited to, services provided by regulated health professionals, emergency services, social work, moving services, legal services, post-mortem services, maintenance and repair services, food and nutrition services, water and drink delivery services, mail, delivery and courier services, assistive devices program vendors, and election/voting services.

Visitors for the very ill or palliative residents who are receiving end-of-life care for compassionate reasons, hospice services. If these visitors fail screening, they will be permitted entry, but must wear a medical (surgical or procedural) mask and maintain physical distance from other residents and staff.

Government Inspectors- have a statutory right to enter a long-term care community to fulfill their duties

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 resume visits.

There is no limit to visitors (including caregivers) although, there must also be consideration for residents sharing a room with another resident, that the roommate's space is respected.

There are no limits on the number of visitors for outside visits, although available outdoor space is considered a restrictor for the numbers visiting.

At this time all visitors are required to wear a surgical/medical mask when indoor visiting is occurring.

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When outdoor visiting is occurring, there are no masks required, but social distancing is still encouraged.

While masks continue to be required for long-term care all staff, as well as for visitors and others entering long-term care homes, masks while recommended are no longer required when visitors or caregivers are alone with a resident in their room. If a resident shares a room with another resident and wishes for the visitor to remove their mask, arrangements with the Executive Director to a safe location to unmask with the visitor should occur. When not in a one-on-one setting with a resident in their room or a designated space within the home, visitors and caregivers are required to be masked.

Visits will be ended for any visitor who repeatedly fails to adhere to the visitor policy. When this has occurred further education and consultations will occur before resuming visits to the care community.

NOTE: Visitor policy may change with further directions from Public Health, change in Provincial Directives and will replace this visitor policy. Notice will be given when these directions change.

The Visitor will be responsible for:

1. Participating in the passive screening process as required prior to entry. Everyone must passively screen when they enter the community and sign into the kiosk or sign in log on entry.
2. Enter using the front door only
3. Participate in wearing a medical/surgical mask and social distancing and any other Personal Protective Equipment required
4. To perform hand hygiene prior to entry, during the visit and when exiting
5. Visitor will wear PPE as directed by the community.
6. May join the resident in the dining room, however visitors and caregivers must remain masked at all times and not to join in the meal.

NOTE: Non-compliance with the responsibilities listed above, and/or directives from the provincial authorities will result in discontinuation of the visit for the non-compliant person

The Executive Director and/or delegate will be responsible for:

1. Ensure that there is a passive screening process for visitors to review
2. That all visitors to sign in for both outdoor and indoor visits either on the kiosk or visitor log kept at the front door. All visitors enter using the front door.
3. Collaborate with the Infection Control and Prevention lead to ensure that best practices are being utilized for the passive screening process and the visiting areas of the community
4. If a resident room is the desired space- the Executive Director or delegate will need to ensure that the space is appropriate. Taking into consideration whether there is a roommate, any outbreak situations
5. Ensure privacy for the visit
6. Ensure that the visitor log is maintained and readily available upon request from authorities (i.e., Public Health and Ministry of Long-Term Care). The log at a minimum will include:
 - The name and contact information for the visitor

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- Time and date of the visit
- The purpose of the visit (resident name and/or room number)
- 7. Ensure that Resident Council and Family Council have reviewed the policy and have a copy
- 8. Ensure that a copy of the policy is readily available upon request.
- 9. Ensure that all visitors have been educated on physical distancing and masking, and Infection and Prevention Control practices expected of them using signage, instruction sheets or one on one education,
- 10. Ensure that visits are updated and follow the new directions if the following occurs:
 - Outbreak in the community
 - The resident they are visiting is ill and being isolated (exception essential caregiver)
 - For outdoor visits weather must be considered
 - Community emergency procedures inactivated
 - With change in direction from Public Health or Provincial Directives
- 13. Ensure that staff members participate in ensuring that the resident is prepared and assist them to the visit as required

Visitors to the community are encouraged to watch the following videos as part of their education to Infection Control practices expected while visiting the community

[Recommended Steps: putting on personal protective equipment](#)

[Putting On Full Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[How to Hand Wash](#)

[How to Hand Rub](#)

References:

COVID-19 Guidance Document for LTCH in Ontario

[COVID-19 guidance document for long-term care homes in Ontario | ontario.ca](#)

Hand Hygiene Video at:

<https://www.publichealthontario.ca/en/health-topics/infection-prevention-control/hand-hygiene/icyh-videos>

McMaster University offers a free online IPAC learning course for caregivers and families at.

[Infection Prevention and Control of Caregivers and Families - NEW! | McMaster Continuing Education \(mcmastercce.ca\)](#)

For more information on recommended doses of COVID-19 vaccine, please review the Ministry of Health's guidance document

[Staying Up to Date with COVID-19 Vaccines: Recommended Doses \(gov.on.ca\)](#)