

Section: Nursing Admin

Approved By: CNE and VP Clinical and Community Programs

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PURPOSE AND SCOPE

Highland Wood and Hyland Crest acknowledge that visitor and family presence is integral to resident safety, healing, and overall well-being. To maintain a safe environment, the Homes are committed to supporting residents in receiving visitors during both non-outbreak and outbreak situations, including during communicable disease outbreaks, epidemics, pandemics, or other emergencies, in accordance with applicable laws and directives from health authorities. This policy has been designed to ensure resident safety, well-being, and quality of life, in alignment with the *Fixing Long-Term Care Act, 2021* (FLTCA) and associated regulations.

DEFINITIONS

Caregiver: an individual who is a family member or friend of a resident or a person of importance to a resident, 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, is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and 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.

General Visitor: a person who is not an essential visitor and is visiting to provide nonessential 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.

Essential Visitor: a caregiver, a support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents, a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care, or a government inspector with a statutory right to enter a long-term care home to carry out their duties.

POLICY

Visiting a resident in the home is permitted 24 hours a day, seven days a week, for any visitor, unless otherwise directed by the Ministry of Long-Term Care.

Visitors must 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*.

Visitors are welcome in all common areas of the home, but visitors are asked to respect the privacy and comfort of other residents. Where capacity is limited, a visitor may be asked to refrain from using a common area.

In the event of an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic, additional visitor restrictions may be required and will be posted throughout the home as well we will communicate directly with resident families and substitute decision makers via phone or email (based on their preferred method of communication).

PROCEDURES

All visitors must sign-in on the visitor log located at the entrances upon entering the long-term care home. Visitor logs will be maintained for a minimum of 30 days and include the following information: the name of the visitor, the date and time of the visit, and the destination of the visit.

In the instance where a Resident or their Substitute Decision Maker wishes to delegate someone as their "Caregiver" a "Caregiver Designation" form must be completed and submitted to the nurse. Each caregiver must sign an attestation that they have reviewed the mandatory training and are familiar with the guidelines for hand washing and Personal Protective Equipment (PPE). The approval from a parent or legal guardian is required to permit persons under 16 years of age to be designated as a caregiver.

***Once the Caregiver Designation form is received by the nurse, the name, designation and contact information will be documented in PointClickCare under "contacts".*

Infection Prevention and Control

All visitors and staff will have access to the following information and education. Information how to access is provided from our Infection Control Lead as well as pamphlets are available at the entrance of the LTC Home.

- (1) [Recommended steps to putting on personal protective equipment guidance](#)
- (2) [Putting on personal protective equipment video](#)
- (3) [Taking off personal protective equipment video](#)
- (4) How to [hand wash](#) and [hand rub](#).

Safe and Healthy Environment: Haliburton Highlands Health Services is committed to a safe and healthy work and living environment and does not tolerate any type of violence, harassment, and discrimination within Highland Wood or Hyland Crest long-term care homes or at HHHS-related activities.

Scent Free: Haliburton Highlands Health Services has a scent free policy and procedure that applies to everyone entering the long-term care homes.

Smoking and Vaping: Smoking and vaping are not permitted on Haliburton Highlands Health Services' property.

Non-Compliance with Visiting Rules: Failure to comply with visiting rules may result in the suspension or loss of visiting privileges.

Appendices

Appendix A: Caregiver Designation Form

References

Fixing Long-Term Care Act 2021

Fragrance Free Procedure Policy POL.ALL.24923

Tobacco-Free and Smoke-Free Environment Policy POL.ALL.24946

Public Health Ontario, Outbreak Preparedness, Prevention and Management in Congregate Living Settings



Appendix A: Caregiver Designation Form

A Caregiver is an individual who is a family member or friend of a resident or a person of importance to a resident, 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, is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and 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.

Caregiver Designation

Resident Name: _____

Room Number: _____

Name	Phone Number
1.	
2.	
3.	
4.	
5.	

Attestation and Signature

I, _____ have designated the listed individuals as caregivers and attest that the designated caregivers have reviewed the mandatory training and have read the Visitor Policy.

I am a: ☐ Substitute Decision-Maker ☐ Resident

Signature: _____

Date: _____