

PIONEER MANOR

CORPORATE POLICIES AND PROCEDURES

TITLE: MANAGING VISITORS PROGRAMS

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APPROVED BY:


Director of Long-Term Care Services (Pioneer Manor)

VALUE STATEMENT:

- As a reflection of our vision and mission statements as well as our core values, Pioneer Manor is committed to ensuring that residents remain connected to friends and family.

POLICY:

- Pioneer Manor’s visiting program follows provincially mandated protocols of physical distancing (where applicable). Where it is not possible or advisable for in-person visiting, Pioneer Manor will continue to offer other visiting options.

PURPOSE

- To ensure compliance with Public Health Guidance and guided by applicable policies amended as required, from the Ministry of Long-Term Care (MLTC) and Ministry for Seniors and Accessibility (MSAA).
- To ensure visitation is based on principles such as safety, emotional well-being, flexibility and 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).
- To ensure a safe environment that follows provincially mandated protocols of physical distancing.
- To ensure compliance with Pioneer Manor’s Infection Prevention and Control Program.

Guiding Principles:

- **Safety:** Any approach to visiting in a long-term care home must consider balance and meet 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 and their families/friends, in an attempt to reduce any potential negative impacts related to social isolation.
- **Equitable Access:** All individuals seeking to visit a resident will be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.
- **Flexibility:** The physical/infrastructure characteristics of the long-term care home, its staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) levels for staff and residents will be considered
 - Visitors should consider their personal health and susceptibility to the virus in determining whether a visit is appropriate.
 - Consideration should also be given to whether or not it is in the best interest of the resident for a visit to occur.

PROCEDURE:

• **Visitor Log**

- The Home must maintain visitor logs of all visits for a period of at least 30 days.
- Each visitor will be required to input the following information in the 'Visitor Log' binder at the front entrance:
 - Name of visitor
 - Contact information of visitor
 - Date and time of visit
 - The purpose of the visit (e.g., name of resident)

- **Essential Visitor** - includes a person performing essential support services (e.g., food delivery, inspector, maintenance, or health care services (e.g., phlebotomy)) or a person visiting a very ill or palliative resident.

- **Caregiver** – is a type of essential visitor who 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). They may include family members or friends, privately hired caregivers, paid companions and/or translators.

- All requests to become a designated caregiver are to be made by contacting the Coordinator of Intake and Resident Relations.
- The Coordinator of Intake and Resident Relations: Meets with the caregiver to:
 - Review the 'Essential Visitors: Caregiver's Package' and provide a copy of the document to the caregiver for future reference. The caregiver signs off each section of the document confirming they have read and understand what is required of them and indicating that they agree and will comply with the protocol.
 - Assist with communication, planning and educational support and will collect information related to caregiver such as, contact information, care being provided by the caregiver, and the anticipated schedule if known.
- Ensures that Resident Care staff and other disciplines, as required, are aware of the plan by:
 - Updating the Resident's care plan (RCP).
 - Updates the "Caregivers" list and makes it accessible to staff responsible for screening visitors.

- **General Visitor** -. A person who has not been identified by the resident or SDM as a caregiver and the purpose for visiting with a resident is for a social visit or performing a non-essential service (e.g., Family or friends). General visitors under the age of 14 must be accompanied by an adult and must follow all applicable public health measures that are in place (e.g., hand hygiene, wearing a mask).

See Appendix 1 for Summary of Requirements re visitors into the Home.

• **Responding to Visitor Non-Adherence**

Pioneer Manor has developed its visitor policy to ensure the safety of those living in, working in, and visiting the Home. In the event there is a concern raised related to visitor non-adherence, the following guidelines are in place:

- Education and support will be provided by the Home Area Registered Staff Member/Registered Nurse to help the visitor understand policy and protocols that have been established.
- If non-adherence continues, the concern will be escalated to the Resident Care Coordinator (RCC) responsible for the resident's Home Area who will speak with the visitor. They will provide additional education and reinforce the impact and importance visits have in supporting a resident's care needs and emotional well-being.
- If non-compliance continues after the RCC has explained applicable requirements and the visitor has the resources and time to adhere to the requirements, the RCC may end the visit and ask the

visitor to leave the Home. If a visit has been ended by the Home, this decision must be documented. Any decisions to end a visit will be communicated to the Manager of Resident Care and will be reviewed by the Director of Long-Term Care Services (Pioneer Manor).

- After reviewing circumstances related to the situation, the Manager of Resident Care will contact the visitor to review concerns and determine next steps which may include additional education to be taken.
- In the event where there is repeated or flagrant non-adherence by a visitor, the Home may decide to temporarily prohibit visits if:
 - The non-adherence negatively impacts the health and safety of residents, staff and other visitors,
 - It is demonstrated continuously by the visitor over multiple visits, and they have had previous visits ended.
- Decisions to temporarily prohibit a visitor will be made only if all other reasonable efforts to maintain safety during a visit have been exhausted. In this case, the following will be documented and communicated to the visitor:
 - Length of time for prohibition,
 - Requirements visitor must meet before visits may be resumed.
- Should additional support be required, the Home may reach out to Public Health for further direction.

- **Education**

- Available resources on the Home's Website include:
 - Education package for visitors
 - Visitor Code of Conduct
 - Donning & Doffing PPE video
 - Hand Wash video; Hand Rub video
 - LTC Visitors Policy Posters

- **Evaluation**

- The Coordinator of Volunteerism and Recruitment will collect visitor and resident satisfaction data to evaluate the process and visiting experience.

- **Reference:**

- Ministry of Long-Term Care "Resuming Visits in Long-Term Care Homes" September 2, 2020
- Advantage Ontario, "Visitors Tool: Key Considerations for Long-Term Care Homes" July 2020
- COVID-19 Guidance document for long-term care homes in Ontario. June 23, 2023
- COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units, March 22, 2023

Summary of Requirements for Visiting, Absences, and Social Gatherings

Requirements		Non-Outbreak Guidelines	Outbreak/Resident in Isolation
Visitors General visitors under the age of 14 must be accompanied by an adult		<ul style="list-style-type: none"> Physical distancing with the resident is not required. May support in dining room and join in activities. Surgical masks are recommended but not required in all areas of the Home Eating and drinking is permitted in communal areas No limits on the number of visitors that may visit a resident at a time for indoor and outdoor visits 	<ul style="list-style-type: none"> Must wear appropriate PPE when in resident room and/or Home Area. No restrictions when visiting a resident receiving end of life care. If the visitor fails passive screening the visitor is to wear PPE during end-of-life visitation.
Absences *Surgical mask recommended	Medical/Compassionate/Palliative/Essential	Permitted for all residents	
	Short term Social (Day) (<24 hours)	<ul style="list-style-type: none"> Permitted for all residents 	Not Permitted
	Temporary Social (2+ days/overnight)	<ul style="list-style-type: none"> Permitted for residents 	Not Permitted
Social Gatherings *Surgical mask recommended, IPAC adherence, cleaning prior/after	Organized events/social gatherings	<ul style="list-style-type: none"> No cohorting required Large and small group activities may occur 	Advice of the PHU
Dining	Communal Dining	<ul style="list-style-type: none"> Cohorting of residents, physical distancing at table not required. Buffet and family style dining is permitted in dining rooms. 	In-suite dining at direction of PHU

Note: Public Health Sudbury & Districts may implement visiting restriction during an outbreak, updates will be provided on a case-by-case basis