



POLICY & PROCEDURE

CATEGORY: ADMINISTRATIVE-OPERATIONAL

ISSUE DATE: June 30, 2022

AUTHORIZED BY: Chief Executive Officer

REVISION DATE: N/A

SUBJECT: Visitor Policy

PURPOSE

The purpose of this policy and procedure is to outline the process for visitor access to Perley Health's Long-Term Care Home.

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 on the Perley Health web-site (<https://www.perleyhealth.ca/public-announcement>) and throughout the home.

APPLICABILITY/SCOPE

This policy and procedure is specific to the Long-Term Care Home and applies to all visitors entering the home.

DEFINITIONS

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.



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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 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.

PROCEDURES

Visitor Logs:

All visitors must sign in at the main reception when entering the home. Visitor logs are kept for 30 days.

Designation of a caregiver:

Residents or their substitute decision maker must complete and then submit the "Caregiver Designation" form, located on the Perley Health website, to the Admissions Office. 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. The name and contact information of all designated caregivers is included in the resident's electronic health record. All designated caregivers are provided with a photo identification badge, which they must wear at all times while in the home and present upon entry into Perley Health.

Scent Free:

Perley Health has a scent free policy and procedure that applies to everyone entering the home.



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Smoking:

Smoking is not permitted inside Perley Health, within 9 meters of any entrance, nor in any of the unit courtyards.

Infection Prevention and Control:

All visitors should review education specific to Infection Prevention and Control. (See Appendix A)

Parking:

Visitor parking is indicated by signage outside in the lots and on the Perley Health website (<https://www.perleyhealth.ca/essential-information>). Visitors can purchase a parking pass through the Support Services department (Monday to Friday). For those visitors without a parking pass, there is a flat rate fee for any stay longer than 30 minutes. Payment may be made at the parking kiosk inside the main entrance, or at the gate.

Safe and Healthy Environment:

Perley Health is committed to a safe and healthy work and living environment and does not tolerate any type of violence, harassment and discrimination within the long-term care home or at Perley Health related activities.

Non-Compliance with Visiting Rules:

Failure to comply with visiting rules may result in the suspension or loss of visiting privileges.

REFERENCES

Fixing Long-Term care Home Act, 2021 and O regulation 246/22

Perley Health Policies and Procedures

- Scent Free Work
- Violence Prevention
- Workplace Harassment, Sexual Harassment, and Discrimination

APPENDICES

Appendix A: Infection Prevention and Control for Visitors