

	Manual:	Administration	Reference:	AD001025.10
	Section:	Accountability and Reporting	Created:	April 6, 2022
	Subject:	Visitor Policy – Long Term Care	Reviewed:	February 24, 2026

POLICY

It is the policy of the Homes to recognize the importance of social interactions, meeting the mental, physical and spiritual needs of residents. The visitor policy is established and implemented to provide an organized process to ensure a safe environment for residents during non-outbreak situations and during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic.

It is understood all laws including 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, 1990* will be adhered to.

REFERENCE

O. Reg. 246/22 s. 267

DEFINITIONS

Essential Visitor

- 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 (for example, Physician, Nurse Practitioner, PT/OT);
- 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 (for example, Ministry of Long-Term Care Inspector, Ministry of Labour Inspector, Public Health Inspector).

Caregiver

- 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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DESIGNATING A CAREGIVER

- The decision to designate an individual as a caregiver is the responsibility of the resident or their substitute decision-maker
- If a caregiver is under the age of 16, approval from a parent or legal guardian is required to permit them to be designated as a caregiver
- Residents and family member, friend or person of importance will be provided with information and caregiver form at admission or as requested; completed forms will be approved by the Executive Director and kept at reception
- Designated caregiver(s) will be documented in the profile of the resident electronic chart

COMMUNICATION

- The visitor policy/policy changes will be shared with the Residents' Council and Family Council
- The policy will be communicated via Resident Admission Package and the organizational website

VISITOR LOG

The home will maintain visitors log for a minimum of 30 days. The visitor log will include:

- a. Visitor name and contact information
- b. Date and time of the visit
- c. Name of resident visited
- d. Purpose of visit

PROCEDURE

Non-Outbreak

- Visitors are required to enter the home through the main entrance
- Visitors must sign in when arriving to the home and sign out when leaving the home
- There are no restrictions to visiting hours
- There are no age restrictions for general visitors
- If visiting in the evening, visitors are encouraged to be respectful of other residents

Outbreak

- The home will follow the recommendations/direction of Public Health
- The home will follow the recommendations/direction from the Ministry of Health and the Ministry of Long-Term Care
- The home may limit visitors to only caregivers
- The home may limit the number of caregivers
- Residents, staff, and families will be kept informed about an outbreak/outbreak status and changes to visiting protocols via posters, memos, one-calls, e-mail correspondence and/or the website