



## NORTH RENFREW LONG-TERM CARE SERVICES INC.

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### **Visitor Visiting Policy, Essential Support Worker/Caregiver/General** **(Revised April 2024)**

**Before visiting, all Visitors should consider their personal health and susceptibility to respiratory illness in determining whether visiting a long-term care Home is appropriate.**

#### **Policy:**

North Renfrew Long Term Care will be committed to its mission statement of “nurturing a sense of community where friends and family are welcome” \*.

#### **Goals:**

- 1- In the spirit of person focused care visitors are always welcome, as it is the resident's/ client's home
- 2- Visitors will be asked to follow best practice regarding passive screening, hand hygiene and masking when required.
- 3- In accordance with the Fixing Long-Term Care Act, (2021) and regulations, the North Renfrew Long-Term Care Centre will support residents and client's rights to receive visitors while mitigating risks associated with exposure to COVID-19 and other infections.
- 4- Visitors are encouraged to approach staff with any questions
- 5- To follow Ministry of Health Supportive Housing Programs Assisted Living Services Policy when providing services in our community client's home.

#### **Objective:**

- 1- To follow the Ontario Ministry of Health Long Term Care Fixing Long Term Care act resident bill of rights sections 6,7,8,9, 10 and 21 regarding a resident's right to have friendships, pursue social, cultural, religious, spiritual and other interests, meet privately with a friend and have a friend sit in meetings with them.
- 2- To follow the Ontario Ministry of Health Long Term Care directive regarding visitors coming into the home, passive and active screening and provisions under the palliative care exception.
- 3- To follow the Ontario Ministry of Health Long Term Care Fixing Long Term Care act regulations on infection control and providing training to visitors with PPE so visits can occur when a resident or client is ill.
- 4- Recreation program schedules will be posted in public areas and in resident's rooms, if they so choose, to provide transparency to visitors regarding the activities the resident and clients may wish to attend.
- 5- Resident/client's privacy will be respected by all staff and volunteers
- 6- To support residents and clients of the North Renfrew Long-Term Care Centre to receive Visitors while mitigating the risks associated with possible exposure to infectious disease.

### **Definitions:**

**Essential Visitor:** a person performing essential support services or a person visiting a very ill or palliative resident/client. This type of Visitor includes Government Inspectors, Support Workers or Caregivers.

- **Essential Caregiver (ECG):** type of Essential Visitor who is designated by the Resident/Client and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g. supporting feeling, mobility, personal hygiene, stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples include family members, privately hired caregivers, paid companions and translators. Caregivers must be 18 years of age or older.
- **Support Workers:** examples include Physicians, Nurse Practitioners, Maintenance Workers, etc. who are not employees of the Home.

**General Visitor:** A person who is not an Essential Visitor and is visiting to provide non-essential services, who may be hired by the Home or others OR is visiting for social reasons, such as family or friends who are not designated as Caregivers.

### **Essential Caregiver (ECG), General Visitor and Support Worker Procedure:**

1. A Resident/Client may designate, in writing, ECGs to visit with them in the Home. ECGs must be at least 18 years of age as well as meet the definition as clarified by the MLTC Residents, Clients or substitute decision makers must contact Administration via phone or email to communicate their designated ECGs to the North Renfrew Long-Term Care Centre (NRLTCC). This information will be stored in the Resident/Client chart and will be available to the staff
2. The Resident/Client and/or their substitute decision maker may change a designation for only the following reasons:
  - if the Resident/Client's care needs have changed
  - if the availability of a designated caregiver has changed.
3. NRLTC encourages everyone to consider maintaining their current vaccination status as this is best practice, but respects an individual's choice. MOH/LTC and public Health Ontario promote vaccination as the most effective way of limiting the spread of infections such as Influenza and COVID-19
4. NRLTC has a "friendly masking" policy in place that meets current ministry objectives. Signage on the entrances will indicate current ministry guidelines for masking.
5. NRLTC highly discourage visitors from visiting when experiencing signs and symptoms of illness

6. When the Centre is in outbreak, NRLTC outbreak management protocol will be initiated, following local Public Health Unit recommendations and will be communicated to all persons entering to promote a safe visit
7. The NRLTCC will determine the PPE required to be worn by the Visitors and will supply this PPE, including surgical/procedure masks, gloves, gowns and eye protection, as per the NRLTCC Infection Prevention and Control strategies and recommendations from local Public Health.  
Hand hygiene must be performed before entering the Home and frequently throughout the visit using the hand sanitizer provided by the Home.

### **References:**

Ontario Fixing Long Term Care Act 2021

Ontario Ministry of Long-Term Care COVID 19 Guidance Document for Long Term Care Homes in Ontario, 2024

\*North Renfrew Long Term Care Mission Statement

Ministry of Health Supportive Housing Program Assisted Living Services Policy, 2023

### **Educational Resources:**

Guidance Document: <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>

Video: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

Video: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>

Video: <https://www.publichealthontario.ca/en/videos/ipac-handwash>

