 <p>10 Nadolny Sachs Private Ottawa, Ontario K2A 4G7</p>	MANUAL: Operations	
	SECTION: OP-04-01-10	
	<p style="text-align: center;">ORIGINAL November 2023</p>	<p>REVIEW:</p> <p>REVIEW:</p>
REVIEWER: Director of Quality Improvement	APPROVER: CEO	
SUBJECT: Visitor Policy – Resident and Business		

1.0 POLICY

To maintain Resident safety, Infection Prevention and Control and overall functioning of Hillel Lodge, the Home will establish visiting hours which may, from time to time, adjust accordingly to meet the needs of the Home.

In an effort to ensure the Home meets with all applicable Legislative requirements, sign in procedures are utilized by everyone who enters the Home environment.

2.0 SCOPE

This policy applies to all authorized Visitors.

3.0 ACCOUNTABILITY / APPROVAL / EVALUATION

The CEO/designate will have accountability in ensuring that this policy is reviewed and approved on an annual basis. Upon discovery of a violation of this policy, immediate review will be undertaken based on the debriefing of the incident with follow up as required.


4.0 COMMUNICATION / TRAINING

Any changes to this policy that result in significant changes to either the policy or procedure will be communicated to all staff.

5.0 PROCEDURE

Resident Visitor Procedures:

- All Resident Visitors may visit their loved one throughout the day (24/7)
- All visitors to the Home shall sign in at reception upon arrival and sign out when departing.
- Resident Visitors to the Home must proceed to the area in which the Resident is located and does not move from one area to another without consent.
- Visitors to the Home shall not take photographs or video recordings of any Residents without the written permission of the Home and the consent of the Resident/SDM.
- Business visitors will be given access to the Home during regular business hours only, must sign in at reception and be escorted to the location by the appropriate personnel. Off-hour requests must be made to the CEO/designate detailing the reason for the time of entry, the reason for the work/delivery and must be

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accompanied to the designated area.

- Non-solicitation: Visitors must not solicit employees, gather donations or request participation in activities while on our premises unless otherwise agreed upon (Family/Volunteers).
- All visitors must adhere to Health and Safety practices while on the premises. Visitors must immediately report any injury to self or others while on the premises by alerting the staff and/or Management. Visitors who recognize any potential risk must bring the concern to the attention of unit nurse or the Home’s management.


In the event of a Pandemic/outbreak, the Home may institute safety measures in response to the type of outbreak and will follow Infection Prevention and Control practices Consideration will be given to the designated Essential Caregivers, Residents on end-of-life care and the hours may be adjusted.*

Unauthorized visitors

Residents, staff and family members known to the Home, become accustomed to seeing the same people each day. For the safety of the Home’s occupants and staff, business visitors and Resident visitors have an obligation to report their reasons for visiting at the reception desk upon arrival by signing in and following the homes policy and procedures.

On occasion, there may be unknown visitors in areas of the Home that may pose concern to Residents, staff and other visitors especially if they are in areas that are not typically accessible to visitors. All staff must report to Management with any concerns related to potential unauthorized visitors in the Home and immediate steps need to be taken to confirm the identity of the individual(s) encountered and the reason for their presence in the area they are located.

- Immediately ask the visitor who they are looking to visit;
- Do not give out any sensitive information to anyone you do not know;
- Notify your supervisor giving as much detail as possible;

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Definitions:

Essential Visitor: In Ontario, Essential Visitor means:

- 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,
- c. a person visiting 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.

Caregiver: In Ontario, a Caregiver means an individual who,

- 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 Protections 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 residents 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.

Business Visitor: A business visitor is considered a non-employee or resident/resident visitor of the Home and are conducting business for the purpose of providing services upon request of the Home. For example, completing a service call or scheduled inspection.

Remember, safety is the top priority. Always prioritize your well-being and follow established procedures.

Extendicare Visitor Policy: RC-02-01-06