

 <p>10 Nadolny Sachs Private Ottawa, Ontario K2A 4G7</p>	<b>MANUAL: Operations</b>	
	SECTION: OP-04-01-10	
	ORIGINAL <b>May 2024</b>	REVIEW: <b>May 2025</b> REVIEW:
REVIEWER: Director of Quality Improvement	APPROVER: CEO	
SUBJECT: Visitor Policy – Resident and Business		

**Related Policies:**

- Resident Care Manual Volume 1: Visitor Policy RC 02-01-06
- Infection Prevention and Control Manual: Managing an Outbreak IC-04-01-03
- Emergency Preparedness and Response Manual: Code White EP-07-01-01
- Emergency Preparedness and Response Manual: Reception Security EP-07-01-01 (1)

**Related Appendices:**

- Resident Care Manual Volume 1: RC 02-01-06 Appendix 1 – Caregiver Designation: Parental/Guardian Approval
- Resident Care Manual Volume 1: RC 02-01-06 Appendix 2 – Visitor Guidelines (Ontario)
- Resident Care Manual Volume 1: RC 02-01-06 Appendix 3 – IPAC Visitor Education Package
- Emergency Preparedness and Response Manual: De-escalation Techniques EP-07-01-01 A2

**Forms:**

- Resident Visitor Sign-in Sheet - OP-04-01-10 A1
- Contractor Visitor Sign-in Sheet - OP-04-01-10 A2

**1.0 POLICY**

To maintain the safety and security of the Residents and employees of Hillel Lodge, the Home will encourage visits during times that respect our Residents personal care needs.

Hillel Lodge is committed to maintaining a workplace that is free from violence and harassment. We are committed to providing an environment that promotes mutual respect, professionalism and safety for our Residents, Visitors, Staff, Volunteers, and contractors. Any form of harassment, violence, intimidation, or threatening behaviour will not be tolerated. 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 and its procedures will be implemented and posted in a location visible to all Resident Visitors and Business Visitors.

*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 (Resident Care Manual Volume 1: Visitor Policy RC 02-01-06 and Infection Prevention and Control: IC-04-01-03*

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*and any applicable Outbreak management policy and/or procedure or Public Health guidelines). Consideration will be given to the designated Essential Caregivers\*, Residents on end-of-life care and the hours may be adjusted accordingly.*

### **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**

A review of the Operations Manual will be completed by administrative staff annually and upon orientation of any new hires. A review of the visitor policy will be introduced at the orientation of new hires with a review of the policy on an annual basis. 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 are welcome to visit their loved one in keeping with the Resident Rights and the Homes Person Centered approach recognizing times that respect our Residents personal care needs.

- All visitors to the Home must 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 will not move from one home area to another without consent.
- Visitors of Residents who are on end-of-life care are encouraged to discuss options for visiting their loved one outside of regular business hours with the Director of Care/designate so that appropriate notification is provided to the Charge Nurse on duty. Sign in procedures will apply.
- Visitors who wish access to Hillel Lodge after regular business hours, must be allowed entry to the Home via the front door by the Charge Nurse on duty upon verification

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of their identity.

Business Visitors Procedures:

- Business visitors will be granted access to the Home during regular business hours only, must sign in at reception in order to receive their Key/Fob access.
- Business visitors must provide valid identification and the name of the contact person in the Home.
- Business visitors must be escorted to the requested location by the appropriate personnel.
- During non-business hours, requests must be made to the ESM detailing the reason for the time of entry, the reason for the work/delivery and must be accompanied to the designated area by the assigned personnel.

Non-solicitation: Visitors must not solicit Residents, employees, or volunteers or gather donations or request participation in activities while on our premises unless otherwise agreed upon (Family/Volunteers).

Media: Visitors to the Home shall not take photographs or video recordings of any Residents or staff without the written permission of the Home and the consent of the Resident/SDM or staff member.

Health and Safety: 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.

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, both business visitors and Resident visitors have an obligation to upholding this safety, by signing in and following the homes policy and procedures pertaining to their respective reasons for visitation.

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

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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.

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

**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.

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Resources:

Workplace Visitors Sample Policy, Plus 14 Key Points - EHS Daily Advisor (blr.com)

Workplace Visitor Policy Template | Workable

Occupational Health and Safety Act (OHSA) | ontario.ca

An Overview of the COVID-19 Long-Term Care Visitor Policies Across Canada - British Columbia Law Institute (bcli.org)

FLTCA – Regulation 246/22 #267 (1-3)

Extendicare Visitor Policy: RC-02-01-06

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