

Policy

Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference. Revera respects residents' rights and is committed to enhancing the quality of life of residents through social and care visits.

Standard

- Visitors can visit any time of the day, unless the home has been directed otherwise
- Should visitors choose to visit early in the morning or late in the evening, staff will ensure that they are sensitive to the rights of other residents should the resident being visited not reside in private accommodation.
- Visitors will be made aware of the expectations relating to the health and safety for themselves and others.
- Visitors will be informed of any specific visitation requirements or restrictions to visitor access arising from applicable Laws.
- Visitors will follow Infection Prevention and Control (IPAC) practices as educated and directed by the home, which may include active screening, surveillance testing, hand hygiene practices, and PPE, as required by applicable Laws
- Only Essential Visitors including Caregivers, appointed by the resident or the resident's substitute decision maker will continue to have access to residents during an Outbreak at the home, subject to any applicable Laws.
- To designate someone as a Caregiver, a Caregiver form must be completed and signed prior to the Caregiver's initial visit. A copy of the Caregiver form will be saved in the resident's file. If a caregiver is under 16 years of age, documented approval must be received from a parent or legal guardian and saved in the resident's file.
- Visitors will be made aware of this policy and the expectation of their adherence to it and will be informed that any non-adherence may be the basis of terminating the visit and future visits.
- Staff are responsible for approaching unknown visitors in the Home; these visitors should be offered assistance in a courteous, non-threatening manner.
- Residents Council and Family Council (if applicable) will be provided with a current version of the visitor policy; policy will be included in resident information packages, posted in the home and on the home's website.

Procedure

General / Non-Outbreak Process

- The entrance of choice for Visitors will be clearly defined at the home
- The "Visitor Responsibilities Poster" will be clearly visible in the home
- Visitors must sign in and out using the Digital Visitor Sign-in Tool. The tool can be accessed through personal phone or an iPad located at the entrance of the home. This will result in the most accurate reporting for staff in case of an emergency.
- Visitor sign-in records (which include at a minimum the name and contact information of the visitor, time and date of the visit and name of the resident visited) will be maintained for a minimum of 30 days or as required by applicable Laws.
- Visitors must read the "Visitor Responsibilities Poster" posted in lobby area of the home.
- Visitors are reminded to perform hand hygiene (including washing/disinfecting their hands on arrival and again before departing from the home) and if required will be provided with additional PPE if visiting a resident with additional precautions.

- Visitors will be instructed how to alert the home after hours when the door is secured. Visitors who are behaving inappropriately or causing a disturbance will be reported to a manager or In-Charge staff person. Police support may be obtained as necessary. The home has the discretion, following discussion with the RDO/legal, to end a visit or prohibit a visitor (including Caregivers) from visiting in response to repeated and flagrant non-compliance with the visitor's policy and where a Visitor's behaviour may impact the home's ability to ensure a safe and secure home.
- Visitors who are behaving inappropriately or causing a disturbance will be reported to the leadership team immediately. The home has the discretion, following discussion with Revera Support Office to prohibit a visitor (including Caregivers) from visiting to ensure a safe and secure home.
- Visitors will be accounted for in the event of an emergency (e.g. CODE RED).

Outbreak Process and/or Process When Resident is Isolating

- During an Outbreak at the home, and/or when a resident is isolating, the process for Visitor access will be dictated by, and the home will comply with, the requirements set out in applicable Laws (including the implementation of all required public health measures and IPAC practices).
- This may include the requirement to stop visitations and/or wear additional protective equipment during an outbreak.

Definitions

Visitor: (i) Any non-Revera person who is attending the home for any purpose, and (ii) any Revera person who is not normally working at the home.

Essential Visitor: (i) a Caregiver; (ii) a support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents; (iii) a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care; or (iv) a government inspector with a statutory right of entry to a long-term care home to carry out their duties; or as otherwise defined in applicable Laws.

Caregiver: An individual who (i) is a family member or friend or person of importance to a resident; (ii) able to comply with applicable Laws, (iii) is designated by a resident or the resident's substitute decision-maker with authority to give that designation if any, (iv) provides one or more forms of support or assistance to meet 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; and (v) 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; or as otherwise defined in applicable Laws.

Outbreak: An outbreak of a communicable disease, a disease of public health significance, an epidemic or a pandemic; or as otherwise defined in applicable Laws.

Laws: Any directives, orders, guidance, advice or recommendations issued by issued by the Chief Medical Officer of Health or a medical officer of health appointed under applicable laws.