



## Lakeland Long Term Care

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Section: Administration	Policy Name: Visitor Policy
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### Objectives:

This visiting policy is guided by the following principles:

**Safety** – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure that risks are mitigated.

**Emotional Well-Being** – Allowing visitors is intended to support the emotional well-being of residents by reducing any potential negative impacts related to social isolation.

**Equitable Access** – All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.

**Flexibility** – The physical/infrastructure characteristics of the home, staffing availability, whether the home is in outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to take into account when setting home-specific policies.

**Equality** – Residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

### Definitions:

**Essential Visitor** is defined as a person performing essential support services (e.g., food delivery, inspector, maintenance, or health care services (e.g., phlebotomy)) or a person visiting a very ill or palliative resident. Government inspectors are essential visitors. Essential visitors include **Support Workers** and **Caregivers**. Essential visitors are the only visitors permitted when a resident is isolating or the home is in an outbreak.

**Support Worker** is a type of essential visitor who is visiting to perform essential support services for the home or for a resident in the home. Examples of support workers include physicians, nurse practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC home.

**Caregiver** is a type of essential visitor who is designated by the resident and/or their substitute decision maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision making).

**General Visitor** is a person who is not an essential visitor and is visiting:

- To provide non-essential services, who may or may not be hired by the home or the resident and/or substitute decision maker and/or
- For social reasons (e.g., family members or friends) that the resident or their substitute decision maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity.



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### **Procedure (Non Pandemic / Endemic):**

1. A self-assessment should be completed by all visitors and if experiencing any symptoms (new or worsening) then the visitor should remain at home. Lakeland LTC will provide virtual visiting opportunities for those people who are unwell and unable to visit.
2. Visitors may come to the units as frequently as the resident invites them. There are no visiting hours at Lakeland LTC.
3. Essential caregivers that have a badge (1 given to each family on admission) may use the badge to enter the facility and proceed to the unit to visit the resident(s) they are here to visit.
4. General visitors who do not have a pass can pick up the phone situated outside the front door to Lakeland and speak to the Nurse Manager who will provide them with the code to enter the building.
5. Visitors / Essential visitors who are visiting residents who have an additional precautions sign on the resident's door must approach the nursing station and talk to the staff about any precautions that are required while having a visit with that resident.
6. Visitors are encouraged to adhere to masking requirements in place within Lakeland LTC (i.e., usually during high infection periods throughout the year).

### **Procedure (Pandemic / Endemic):**

See COVID-19 Visiting Policy

### **Appendix A**

Resident Bill of Rights – Right to ongoing and safe support from their caregivers, and assistance to contact those caregivers.



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### **Appendix A** **Resident Bill of Rights** (s. 3(1))

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right to not be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
  - I. participate fully in the development, implementation, review and revision of his or her plan of care,
  - II. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
  - III. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
  - IV. have his or her personal health information within the meaning of the Personal Health Information Protection Act, and to have access to his or records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence

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based on a restorative care philosophy to maximize independence to the greatest extent possible.

13. Every resident has the right to not be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. 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.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
  - I. the Resident's Council
  - II. the Family Council,
  - III. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
  - IV. staff members
  - V. government officials
  - VI. any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Resident's Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor exercise unless the physical setting makes this impossible.



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27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007 , c. 8, s. 3 (1)