

<b>MANUAL</b> Corporate Manual	<b>TITLE</b> Caregivers and Visitor Policy	Policy Number TBD
<b>CATEGORY</b> Resident Safety and Well Being and Quality of Care	<b>CROSS REFERENCE</b>	
	<b>Department:</b>	<b>Policy Number:</b>
<b>CREATED</b> June 2020	<b>REVISED</b> May 2022	<b>PAGE 1 OF 5</b>
<b>Fixing Long-Term Care Act, 2021</b>	<b>Section</b> 268	<b>Regulations</b> O. Reg 246/22

### **Purpose:**

To provide guidance to staff and visitors on how to implement visits at Grove Park Home. To reflect the Residents' Bill of Rights (attached) amended in the Fixing Long-Term Care Act, 2021

### **Guiding Principles:**

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

**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:** As per the Fixing Long Term Care Act (2021) and the Residents' Bill of Rights, all individuals seeking to visit a resident must be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

**Flexibility:** The physical/infrastructure characteristics of the Home, staffing availability, and the current status of the home with respect to Personal Protective Equipment (PPE) and Outbreaks are all variables to take into account when approving a visit(s).

**Equality:** As stated in the Residents' Bill of Rights, residents have the right to choose their visitors. In addition, residents and/or their substitute decision-makers have the right to designate caregivers.

### **Visitor Definition:**

- Staff, Volunteers, and Students are not considered visitors and as such, this policy does not apply to these cohorts.
- Caregiver is a family member or friend of a resident, or a person of importance to a resident. The Caregiver provides one or more forms of support or assistance to meet the needs of the residents, including providing direct physical support such as activities of daily living (ADLs) or providing social, spiritual or emotional support, whether on a paid or unpaid basis. Also:
  - Is designated by the resident or the residents substitute decision maker with authority to give that designation.
  - Must be 16 years of age (or under 16 with guardian signature).
  - Must complete a Caregiver Application (see appendix).
  - Must comply with all applicable laws including any applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of

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Health or a medical office of health appointed under the Health Protection and Promotion Act.

- Caregivers are able to visit during an outbreak however number of visitors at a time may be limited. Caregivers are reminded to consider their own health when deciding to visit a long-term care home in an outbreak.
- Visitor is a person who is not a caregiver but visiting for social reasons. Visitors cannot visit during an outbreak, unless for visits to a palliative resident.
- Essential Visitor is a support worker or contractor who visits the home to provide support to the critical operations of the home or to provide essential services to residents. A person visiting a very ill or palliative resident is considered an Essential Visitor. Essential Visitors can access the home during an outbreak with required precautions.

#### **Government Inspectors and Paramedics:**

- Government Inspectors have the right to enter a LTC Home to carry out their duties. In addition to passing Active Screening (if posted) Inspectors must confirm they have received a negative COVID-19 test result at intervals set out in provincial mandates.
- Paramedics are permitted to enter the home without Active Screening or COVID-19 testing in an emergency situation. This includes transportation of residents to/from hospitals in which case Active Screening and PPE is required.

#### **Grove Park Home (the home) Responsibility:**

- A process for communicating with visitors/caregivers about visits and associated procedures including Infection Prevention and Control (IPAC), scheduling if required and any home-specific policies or policy changes.
- The home will provide education to visitors and caregivers related to IPAC, current in-home restrictions, and failure to comply rules.
- Protocols in place for the IPAC procedures before, during, and after visits.
- For outdoor visits, the home will provide tables and seating. If the visit is designated a “window” visit, the home will provide a chair for the visitor. Chairs are located outside the front doors of the home.
- For Virtual Visits, the home will provide a process for booking these visits and allow a minimum of 15 minutes per visit in space that provides privacy for the resident
- The home is responsible for supporting residents in receiving visitors while mitigating the risk of infectious disease.

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- The home will maintain a list of visitors, including contact information, time and date of visit, and name of resident visited if applicable, and keep this list accessible for 30 days for Inspectors, Ministry of Long-Term Care, and Public Health.

### **Caregiver and Visitor Responsibilities:**

- Consider their personal health and susceptibility to illness in determining whether visiting the home is appropriate.
- If applicable, pass Active Screening every time they visit the home.
- If applicable, undergo or provide proof of a negative COVID-19 test within home time requirements.
- If applicable, provide proof of up-to-date COVID-19 vaccines as defined by the Ministry of Long-Term Care and/or Grove Park Home Policy.
- Comply with home's IPAC procedures, including using hand sanitizer upon entering a home area, entering a resident room, leaving a resident room, and when exiting the home.
- Caregivers must attest to having reviewed IPAC education and Visitor Policy monthly.

### **Outbreak Definition and Personal Protective Equipment (PPE)**

- Infectious diseases and Pandemics/Epidemics are types of outbreaks that can influence home visiting policies.
- Outbreaks can be isolated to a home area or the whole home.
- In some cases, an illness can be isolated to a single resident or room.
- Signage and communication will be issued upon positive cases of these illnesses.
- Specific PPE requirements and/or visiting restrictions may apply.

### **Number of Visitors Permitted and Visiting Locations:**

- The number of visitors allowed at one time is dictated by the ability to provide physical distancing. A maximum of four visitors will be permitted if space allows.
- The number of visitors at one time can be adjusted due to resident illness or home area/whole home outbreak.
- Visits can take place in common areas such as activity rooms and lounges
- Caregivers can book other common rooms depending on current conditions and room availability.
- Weather permitting, Outdoor Visits are an option for residents and caregivers/visitors
- Outdoor visits are scheduled with the home area RPN. Any special considerations or limitations can be discussed at that time.
- Outdoor visits may not be suitable for all residents. Consideration of a resident's mobility, current health status, or risk of wandering are important. Suitable clothing should be worn including a sun-blocking hat and appropriate footwear. Sunscreen should be applied if in direct sunshine.

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### **Additional Limitations or Restrictions**

Additional limitations or restrictions with respect to caregivers or visitors in a long-term care home may continue to be imposed through 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 Protection and Promotion Act and applicable laws.

### **Visit Termination or Prohibiting a Visitor:**

Grove Park Home has the discretion to end a visit or prohibit a visitor (including caregivers) from visiting in response to repeated and flagrant non-compliance with a home's visitor policy and where a visitor's behaviour may impact the home's ability to ensure a safe and secure home. The home will document where a visitor has been prohibited or visiting suspended due to non-compliance. The following will be taken into consideration before exercising this option:

- Was the visitor given time and information to comply to Visitor Policy
- The nature, severity, and frequency of non-compliance
- The potential impact of the visitor's non-compliance on the health and safety of residents, staff, and other visitors in the home
- The potential impact of discontinuing visits on the resident's clinical and emotional well-being

### **Palliative Visits:**

When a resident is seriously ill or near end-of-life, there will be no restrictions on visiting. Visiting hours are relaxed and policies surrounding vaccination and screening are removed. Those visiting a seriously ill or palliative resident are deemed Essential Visitors. Posted PPE requirements will be in effect.

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**IMPORTANT LINKS AND DOCUMENTS:**

**Residents' Bill of Rights (at end of policy)**

[https://www.ontarc.com/RBR/20220411RBR\\_English.pdf](https://www.ontarc.com/RBR/20220411RBR_English.pdf)

**Infection Prevention and Control Education**

Putting on Personal Protective Equipment (PPE)

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

Taking off Personal Protective Equipment (PPE)

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

Hand Hygiene

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

**Caregiver Application (at end of policy)**

<file:///C:/Users/development/Desktop/Caregiver%20Application%20.pdf> (needs web link)

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_  
Paul Taylor

# Residents' Bill of Rights

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

## RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

## RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

## RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

### **RIGHT TO QUALITY CARE AND SELF-DETERMINATION**

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
  - a. participate fully in the development, implementation, review and revision of their plan of care,
  - b. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
  - c. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
  - d. have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. 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.
23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

**RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT**

27. 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.

28. Every resident has the right to participate in the Residents' Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves 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:

a. the Residents' Council.

b. the Family Council.

c. 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 IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

d. staff members.

e. government officials.

f. any other person inside or outside the long-term care home.

\*end\*

## Caregiver Request Form

Resident Name: \_\_\_\_\_ Rm #: \_\_\_\_\_

Date: \_\_\_\_\_

Requested by (Name): \_\_\_\_\_

Relationship: \_\_\_\_\_

Essential Care Giver Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

### I understand the Essential Caregiver will:

- All Essential Caregivers must be fully vaccinated to enter the building. You will be required to Rapid Antigen test at Grove Park Home prior to every visit and wait for results before going to the unit.
- Complete IPAC education prior to first visit to the floor.
- Comply with Grove Park Home's infection, prevention and control (IPAC) protocols, including proper use of PPE
- Comply with Grove Park Home's policies and Resident Care Plan
- Comply with Grove Park Home's smoke free, fragrance free and latex free policy
- Comply with Grove Park Home's Resident Abuse Policy: Grove Park Home adheres to a **ZERO TOLERANCE** policy on resident abuse. But is not limited to employees, resident's family member(s), substitute decision makers, volunteer, visitor or another resident. No form of abuse shall be tolerated. All allegations of resident abuse shall be carefully and immediately investigated and action will be taken as required
- Comply with Grove Park Home's Reporting Policy: All incidents which may include first aid, medical aid, near misses, workplace violence, occupational illness, property damage, and hazardous situations must be reported to the RPN on the unit

I, \_\_\_\_\_ (Essential Caregiver) accept the rules and guidelines set out above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Non-compliance:** While preparing these visiting instructions, utmost consideration has been given to the safety of residents, staff and visitors. Please ask if you do not understand them. Non-adherence to the rules set out in this document may result in discontinuation of visits