

VISITOR POLICY WOODINGFORD LODGE

SECTION:	Outbreak Management	APPROVED BY:	Manager of Continuous Quality Improvement
NUMBER:	W 4.05	SIGNATURE:	
RESPONSIBILITY:	Supervisor of Infection Prevention and Control	DATE:	April 2023
REFERENCE POLICIES:	Fixing Long-Term Care Act, 2021 O. Reg. 246/22 CSA National IPAC Standards, 2022	REVISED / REVIEWED:	August 2024
SUBJECT:	Visitor Policy	Page: 1 of 2	

POLICY STATEMENT

Every Resident of a Long-Term Care Home has the right to receive or deny visitors of their choice. Guests are a very important part of a Resident's life and regular visits are encouraged and supported. A policy of open visiting hours with consideration for the comfort and schedules of all Residents is practiced at Woodingford Lodge.

BACKGROUND

Residents have a [right to receive visitors](#) under the [Fixing Long-Term Care Act, 2021](#) and Homes should develop policies that do not unreasonably restrict this right.

PURPOSE

Woodingford Lodge will follow recommendations set out by the Ministry of Long-Term Care, Public Health and other relevant legislation which may include canceling visits temporarily. The Home strives to balance safety with emotional well-being while providing equitable access, and flexibility towards our Residents, staff and visitors. At the same time consideration must be made for the social, cultural and spiritual needs of our Residents.

DEFINITIONS

The following types of visitors are addressed in this policy:

1. **Essential Visitor:** includes caregivers, support workers, people visiting a very ill Resident for compassionate reasons and government inspectors with a statutory right to enter. Essential visitors are the only type of visitors allowed when there is an outbreak in a Home or area of a Home, or when a Resident has failed screening, is symptomatic or is in isolation.
2. **Caregiver:** an essential visitor designated by a Resident of the Homes and / or their

substitute decision maker who is visiting to provide direct care to the Resident (i.e. feeding, supporting mobility, personal hygiene, cognitive stimulation, communication, and / or meaningful connections.)

3. **Support Worker:** an essential visitor who performs personal and support services for the Home or a Resident of the Home (i.e. physicians, nurse practitioners, maintenance workers, or a person delivering food.)
4. **Government Inspector:** an essential visitor not subject to this policy
5. **General Visitor:** A person who is visiting the Home to provide non-essential services related to either the operations of the Home or a particular Resident or group of Residents. General visitors include those person visiting for social reasons as well as visitors providing entertainment, or individuals touring the Home. General visitors are not considered essential visitors during outbreaks.

Woodingford Lodge prioritizes the mental and emotional well-being of Residents during periods of enhanced precautions when an outbreak has been declared. General visitors should postpone all non-essential visits to Residents within the outbreak area for the duration of the outbreak.

PROCEDURE

1. All visitors to Woodingford Lodge are subject to applicable directives, orders, guidance or recommendations issued by the Ministry of Long-Term Care, Chief Medical Officer of Health or a Medical Officer of Health appointed under the Health Protection and Promotion Act.
2. Any visitor who is experiencing illness or feeling unwell as per symptom screening poster at entrance is asked not to visit the Home.
3. Essential visitors will have access to their loved ones at any time.
4. All visitors must sign in at the beginning of every visit and provide name, contact information, time, date of visit and name of the Resident visited. Home will keep these visitor logs for 30 days.
5. Visitors may be asked to wear personal protective equipment (PPE) if entering rooms where additional precautions are required.
6. This visitor policy has been reviewed by Residents' Council and Family Council. Any changes to visiting processes will be brought to Residents' Council and Family Council for review and consultation.
7. A copy of this policy is displayed when signing in and will be made available through other formats (i.e. email, print) upon request.

IPAC AND PPE EDUCATION AND TRAINING

Visitors can access education on infection prevention and control and PPE by clicking on the links below:

1. Guidance document: [putting on personal protective equipment](#)
2. Video: [putting on full personal protective equipment](#)
3. Video: [taking off full personal protective equipment](#)
4. Videos: [how to hand wash](#) and [how to hand rub](#)

W 4.05 Visitor Policy

Final Audit Report

2024-09-06

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