



Apotex Visitor Policy

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Approved By: Apotex Executive Committee

1.0 Policy Statement

The Apotex aims to provide visitors to the home with a clear process to support visits to the home with a focus on safety and maintaining resident quality of life.

This policy is in accordance with the *Fixing Long Term Care Act, 2021*, Ontario Regulation 246/22 and the Resident's Bill of Rights. The expectations and protocols that guide visits in the Apotex are developed to support residents to receive visitors of their choice while mitigating the risk for residents, visitors, and staff during non-outbreak situations and during an outbreak of a communicable disease or disease of public health significance, an epidemic or a pandemic.

The following principles guide the visitor policy:

- **Safety** – Any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure 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, its staffing availability, whether the home is in an 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 and/or their substitute decision makers (SDM) have the right to choose their visitors and designate caregivers, respectively.

2.0 Definitions

This is a controlled document for internal use only. Any documents in paper form are not controlled and should be checked against the electronic version prior to use.

Essential visitors are the only type of visitors allowed when there is an outbreak in the home or area of the home. There are four types of essential visitors:

- **Caregiver:** is a type of visitor who is designated by the resident and/or their substitute decision-maker (SDM) to provide one or more forms of support or assistance to meet the needs of the resident. This may include providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis. Caregivers under the age of 16 must receive approval from a parent or guardian to be designated as a caregiver.
- **End of Life visitors:** is a person visiting a very ill resident for compassionate reasons, including but not limited to hospice or end of life care
- **Government inspector** with a statutory right to enter the home to carry out their duties.
- **Support worker (contracted services personnel):** visits to perform essential support services for the home or for a resident at the home. For example, contracted speech language pathologists or maintenance workers, provided they are not staff of the LTC home as defined in the FLTCA, 2021.

General visitor: is a person who is not an essential visitor and is visiting a resident, when permitted:

- To provide non-essential services, who may or may not be hired by the home or the resident and/or their 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.
- For other purposes such as personal care services, entertainers, recreational service providers, animal handlers, individuals touring the home to inform their decision regarding application for admission

Long-term care home staff, physicians, volunteers and students are not considered visitors and their access to the home is not covered by this policy.

4.0 Procedure

4.1 The Administrator/Delegate will:

- Follow any provincial and/or jurisdictional directions and guidelines related to managing visitors
- Maintain the home's visitor logs for a minimum of 30 days
- Ensure visitors adhere to all infection prevention and control protocols
- Ensure copies of the policy are provided to the Resident and Family Council
- Ensure there are processes to screen visitors, when directed to do so
- Ensure there is a process in place to document and keep a written record of the designation of caregivers and, where indicated, the approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver

4.2 Infection Prevention and Control team will:

- Provide direction to the home to ensure all outbreak prevention and control recommendations for visitors, as outlined by the Ministry of Health, are followed

4.3 Staff will:

- Follow the visitation policies and procedures
- Support visitation according to policies and procedures

4.4 Visitors will:

- Comply with the policy
- Follow infection, prevention and control practices and requirements

4.5 Identifying Visitors

Caregiver designations are made in writing by the resident, the resident's Substitute Decision Maker or person with power of attorney for care by emailing the social worker on the resident's floor.

4.6 Visitor Screening Requirements

All Apotex visitors entering Baycrest are expected to self-screen by reviewing the information posted at entrances outlining the signs and symptoms of infection. Visitors who are experiencing symptoms of illness are encouraged to stay home and contact their healthcare provider if needed.

4.7 Visitor Access and Managing Onsite Volumes

All Apotex visitors entering Baycrest are expected to complete the Baycrest Visitor QR sign-in process. The information collected will be retained for a period of thirty (30) days

The Apotex will not impose limits on the number of visitors permitted for indoor visits. However, the home may limit the number of visitors per resident depending on the availability of indoor space. Please see Appendix A for more details.

Essential visitors are the only type of visitors allowed when a unit or the home is in an outbreak.

4.8 Non-Adherence by Visitors

Visitor non-compliance with the policies and procedures described in this document could result in ending a visit early or temporarily discontinuing visits for the non-compliant visitor. Recognizing that visits are critical to residents' health and emotional well-being, every effort will be made to support visitors to participate in successful visits. All visitors must comply with 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 Protection and Promotion Act*.

Non-adherence by visitors to the policy above will initiate escalation procedures:

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- Staff are encouraged to reinforce visit expectations given their key role as safety ambassadors
- If non-compliance continues after reminders have been provided, point of care staff will notify the Unit Manager, After Hours Supervisor (AHS) or Administrator on-call of the situation.
- The person notified will follow-up with the visitor and resident as appropriate. Note: if this discussion occurs after-hours, the AHS or Administrator on-call will relay details to the Manager.
- Appropriate to the situation, the Unit Manager will communicate to the visitor the risk of visit termination or suspension and inform the Apotex Director of Care or the Apotex Executive Director.
- As a final step, the Apotex Director of Care or Executive Director will have a follow-up discussion with the resident and/or visitor and, if proportionate to the severity of the non-adherence, inform the resident and/or visitor that visits have been suspended. The Director will consult with the Client Relations and Experience Office as well as Risk, and Security as appropriate.
- Throughout the process, relevant point of care staff will be informed of actions. Any decision to temporarily prohibit a visitor will:
 - Be made only after all other reasonable efforts to maintain safety during visits have been exhausted.
 - Stipulate a reasonable length of the prohibition.
 - Clearly identify what requirements the visitor should meet before visits may be resumed.

Where the home has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker will have the opportunity to designate an alternate individual as a caregiver.

5.0 References

[Fixing Long Term Care, 2021 and O. Reg 246/22 Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings](#)

6.0 Appendices

Appendix A: Visitor Access and Additional Requirements

Appendix A: Visitor Access and Additional Requirements

	Essential Visitor			General Visitor
	Resident is Very Ill or Dying	Caregivers	Support Worker	
Visits are scheduled	No	No	No	No
Visits are restricted to certain hours of the day	No	No	No	No
Permitted if there is a home-wide outbreak	Yes	Yes	Yes	No*
Permitted if a resident is self-isolating or symptomatic	Yes	Yes	Yes	Yes
Permitted to visit/support a resident who is on isolation precautions	Yes	Yes	Yes	Yes
Can visit/support more than one resident on the same day	Yes	Yes	Yes	Yes
Must be designated	No	Yes	No	No

* In consultation with Toronto public health and Baycrest Infection Prevention and Control