

Manual:	Programs	Reference No.:	003330.00
Section:	Programs & Services		
Subject:	Visitor Policy		

POLICY:

Every resident of a LTC 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 peopleCare. To meet the needs of residents and families, visiting hours are anytime.

References:

[Fixing Long-Term Care Act, 2021](#)

[right to visitors](#)

Definitions:

Essential visitors: A caregiver; a support worker who provides support to the critical operations of the home or to provide essential services to residents; a person visiting a very ill resident for compassionate reasons, including but not limited to, hospice services or end-of-life care, or a government inspector with a statutory right to enter the Home to carry out their duties.

General visitors: A person who is not an essential visitor and is visiting 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 persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home.

In addition, peopleCare has a [Family Caregiver Program](#) that ensures residents can appoint a caregiver of their choice to support them with their physical, emotional, and spiritual needs.

PROCEDURE:

1. Anyone experiencing illness or feeling unwell is asked to please refrain from visiting the home.
2. 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](#) apply to visitors.
3. The Home will ensure essential visitors have access to their loved one at anytime.
4. Visitors will be asked to sign in and provide name, contact information; time and date of visit and name of the resident visited. Homes will keep these visitor logs for 30 days.
5. Visitors may be asked to wear personal protective equipment (PPE) if entering rooms where precautions are required. Education around PPE is available on the [peopleCare website](#) and team members are available to answer any questions.
6. This visitor policy has been reviewed and approved by Residents' Council and Family Council. Any changes to visiting processes will be brought to Residents' Council and Family Council for review and approval.