The Wexford Residence Inc.

SECTION:	ADMINISTRATIVE SERVICES
SUBJECT:	VISITOR POLICY **General Visitors, Essential Caregivers, Essential Visitors, Support Workers, Contractors, & Volunteers to Long-Term-Care**
ISSUED BY:	CEO
Reviewed:	01/19/26
Revised:	03/11/26
Initiated:	17/06/20

Policies are reviewed every two years and revised as needed.

INTRODUCTION

All homes are required to establish and implement a visitor policy that complies with the *Fixing Long-Term Care Act, 2021*, in addition to all other applicable laws.

PURPOSE

All visitors to the Wexford Residence are required to follow public health measures (for the duration of their visit to the home as defined in the Fixing Long-Term Care Act, 2021 (the Act).

PRINCIPLES

1. **Safety** – any approach to visiting must balance the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated
2. **Emotional well-being** – welcoming visitors is intended to support the mental and emotional well-being of residents by reducing any potential negative impacts related to social isolation
3. **Equitable access** – all residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents
4. **Flexibility** – the physical/infrastructure characteristics of the home, its workforce/human resources 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 consider when setting home-specific policies

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

1.0 VACCINATION POLICY

The Wexford Residence Long-Term Care Home recognizes the importance of an immunization policy for the protection of vulnerable seniors and the potential for exposure in the community.

2.0 TYPES OF VISITORS

2.1 Not Considered Visitors

Long-term care home staff (as defined under the Act), volunteers, and student placements are not considered visitors, as their access to the home is determined by the licensee.

2.2 General Visitors

A general visitor is **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.

2.3 Essential Visitors:

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 the screening, is symptomatic.

2.3.2 There are 4 types of Essential Visitors:

1. **A support worker** who visits the home to provide support to the critical operations of the home or to provide essential services to residents. Examples of support workers include physicians, nurse practitioners, maintenance workers or a person delivering food, provided they are not staff of the LTC home as defined in the LTCHA.

2. A person **visiting a very ill resident** for compassionate reasons including, but not limited to, hospice services or end-of-life care, or

3. A **government inspector** with a statutory right to enter a long-term care home to carry out their duties.

4. A **caregiver**, as defined under section 4 of O. Reg. 246/22,

    - is a family member or friend of a resident, or a person of importance to a resident,

- is able to comply with all 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,

- provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,

- is designated by the resident, or the resident's substitute decision-maker with authority to give that designation.

2.3.2 Essential Caregivers may include family members who provide meaningful connections or a privately hired caregiver, paid companions and translators.

- Caregivers must be at least 16 years of age.
- The designation must be made in writing to the home, to the attention of the **IPAC Manager/designate.** The decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker/POA and not the home.
- Prior to visiting a resident for the first time, The Wexford **will provide digital training material to caregivers** that address how to safely provide direct care, including putting on and taking off required PPE, and hand hygiene, following proper IPAC regulations designated by the Ministry of Long-term Care.
- The IPAC Manager/designate will register them as an Essential Caregiver and keep the list current.
- The IPAC Manager or designate will provide **digital training material to caregivers**.
- A resident and/or their substitute decision-maker may change a designation in response to a change in the:
  - Resident's care needs are reflected in the plan of care.
  - Availability of a designated caregiver, either temporary (e.g. illness) or permanent.

3.0 TYPES OF VISITORS – VISITING

3.1 Essential Caregivers (Visiting)

Visits for essential visitors are permitted as follows, subject to direction from the local public health unit:

- Any number of support workers may visit a home.

- Where the area has not been identified as having a higher community spread and the home is not in an outbreak, any number of caregivers per resident may visit at a time.

3.2 General Visitors (Visiting)

General visitors per visit at a time, subject to direction from the local public health unit, provided:

- The resident is not self-isolating or symptomatic; and,
- The home is not in an outbreak; and,
- The home is in an area that has not been identified as having a high community spread.

No general visitors are permitted to visit in any of the following situations:

- The entire home has an outbreak, or individual floors.
- The home is in an area that has been identified as having a high community spread.
- The resident is self-isolating or symptomatic.
- General visitors younger than 14 years of age must be accompanied by an adult and must follow all applicable public health measures that are in place at the home (e.g. active screening, physical distancing, hand hygiene, masking for source control).

4.0 VISITATION HOURS:

We welcome all **General Visitors** during our recommended visiting hours of **8:00 AM – 9:00 PM**. All visitors are asked to consider the needs of other residents outside of the permitted visiting hours.

Visiting hours for **Essential Caregivers** and residents in Palliative Care or End of Life is unrestricted, 24 hours a day.

5.0 SCREENING – VISITING

The following **screening requirements** are for support workers, essential caregivers and general visitors.

- Visitors will passively screen upon arrival at the Home for symptoms, which includes respiratory and gastrointestinal viruses.
- Active screening for visitors during outbreaks.

6.0 VISITOR LOGS & RECORDS:

The Wexford Residence is required to maintain visitor logs of all visits to the home. We must

a) Visitor logs or records will be kept for a period of at least 30 days and be readily available to the local public health unit for contact tracing purposes upon request.
b) Homes must ensure that all visitors have access to the home's visitor policy.

c) Homes must provide education/training to all visitors about physical distancing, respiratory etiquette, hand hygiene, IPAC practices, and proper use of PPE upon first visit to the Home.

The visitor log must include, at a minimum:

a) The name and contact information of the visitor
b) time and date of the visit
c) the purpose of the visit (e.g. the name of the resident visited)
d) Licence plate #

7.0 MASKING

Masking requirements for staff, students, volunteers, and support workers:

- Masking will be based on a point-of-care risk assessment (PCRA), consistent with existing Routine Practices, and on the return-to-work protocol following Respiratory infection
- Staff may consider wearing a mask during prolonged direct resident care (defined as one-on-one care within two metres of an individual for 15 minutes or longer).
- Masks are no longer required in administrative and staff-only areas (e.g., lunchrooms, offices,).
- The Wexford has implemented “mask friendly” policies, including accommodating:
- Families or caregivers may request that a staff member wear a mask when providing care. This will be care planned and linked and communicated to all staff.
- Masks are recommended, but not required, in all areas of the home unless directed otherwise.

Masking requirements for Families, Caregivers and Visitors.

- Masks are recommended but not required in all areas of the home unless directed by the Home (flu season and outbreak/ suspected outbreak)
- Family, caregivers and visitors may join in for dining and sharing a meal, or beverage in communal areas, and booking of Rooms, i.e. adjuvant, activity and craft room.
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Outbreak Situations

- In outbreak situations, or if a resident is on Additional Precautions, all individuals are required to comply with masking and other personal protective equipment requirements as directed by the outbreak management team and the local public health unit.

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9.0 IPAC REQUIREMENTS & PERSONAL PROTECTIVE EQUIPMENT

9.1 GENERAL IPAC REQUIREMENTS

Everyone in a long-term care home, whether staff, student, volunteer, caregiver, support worker, general visitor, resident or tenant, has a responsibility to ensure the ongoing health and safety of all by always practicing these measures. All IPAC practices, or as required by the Ministry will be followed. All visitors must wear appropriate PPE while visiting the Home.

9.2 PERSONAL PROTECTIVE EQUIPMENT

This visitor policy includes guidance from the following Public Health Ontario resources to support IPAC and PPE education and training for general visitors. The following videos are posted on the educational televisions located on the main floor, and activity level.

- Putting on Personal Protective Equipment (PPE).
- Video entitled Putting on One-Piece Facial Protection.
- Video entitled Taking off One-Piece Facial Protection.
- Video entitled How to Hand Wash.
- Video entitled How to Hand Rub.

9.2.1 Essential Visitors (PPE)

The Wexford Residence will be responsible for providing surgical/procedure masks, gloves, gowns and eye protection (i.e. face shield or goggles) for essential visitors.

9.2.2 General Visitors (PPE)

The Wexford Residence will be responsible for providing surgical/procedure masks for general visitors **for indoor visits**.

10.0 NON-ADHERENCE BY VISITORS

Non-compliance with The Wexford Residence's policies could result in a discontinuation of visits for the non-compliant visitor.

10.1 Responding to Non-Adherence by Visitors

The Wexford Residence will:

- Provide strategies for supporting visitors in understanding and adhering to the home's visitor policy.
- Recognize visits are critical to supporting a resident's care needs and emotional well-being.
- Consider the impact of discontinuing visits on the resident's clinical and emotional well-being.
- Reflect and are proportionate to the severity of the non-adherence.
- Specify any education/training the visitor may need to complete before visiting the home again, when the home has previously ended a visit by, or temporarily prohibited, a visitor.

- Protect residents, staff and visitors in the home from the risk of respiratory and gastrointestinal viruses.
- Consult the Residents' Council and the Family Council in the home on procedures for addressing non-adherence by visitors.

11.0 ENDING A VISIT

When The Wexford Residence has previously ended a visit by or temporarily prohibited, a visitor, we have the discretion to end a visit by any visitor who repeatedly fails to adhere to the home's visitor policy, provided:

- The home has explained the applicable requirement(s) to the visitor.
- The visitor has the resources to adhere to the requirement(s) (e.g. there is sufficient space to physical distance, the home has supplied the PPE and demonstrated how to correctly put on PPE, etc.); and,
- The visitor has been given sufficient time to adhere to the requirement(s).
- Homes should document where they have ended a visit due to non-adherence.

11.1 Temporarily Prohibiting a Visitor

The Wexford Residence has the discretion to temporarily prohibit a visitor in response to repeated and flagrant non-adherence with the home's visitor policy. In exercising this discretion, the Home will consider whether the non-adherence:

- Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.
- Negatively impacts the health and safety of residents, staff and other visitors in the home.
- Is demonstrated continuously by the visitor over multiple visits.
- Is by a visitor whose previous visits have been ended by the home.

11.2 Any Decision To Temporarily Prohibit A Visitor Should:

- 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 (e.g. reviewing the home's visitor policy, reviewing specific Public Health Ontario resources, etc.); and,
- Be documented by the home.
- Where the home has temporarily prohibited a caregiver, the resident and/or their substitute decision-maker may need to designate an alternate individual as a caregiver to help meet the resident's care needs.

13.0 ACCESSIBILITY CONSIDERATIONS

The Wexford Residence Inc. is required to meet all applicable laws such as the Accessibility for Ontarians with Disabilities Act, 2005.

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Please Note:

1. Failure to comply with this policy may include the discontinuation of visits.
2. This policy will be reviewed and revised as the need arises.

14.0 Appendix:

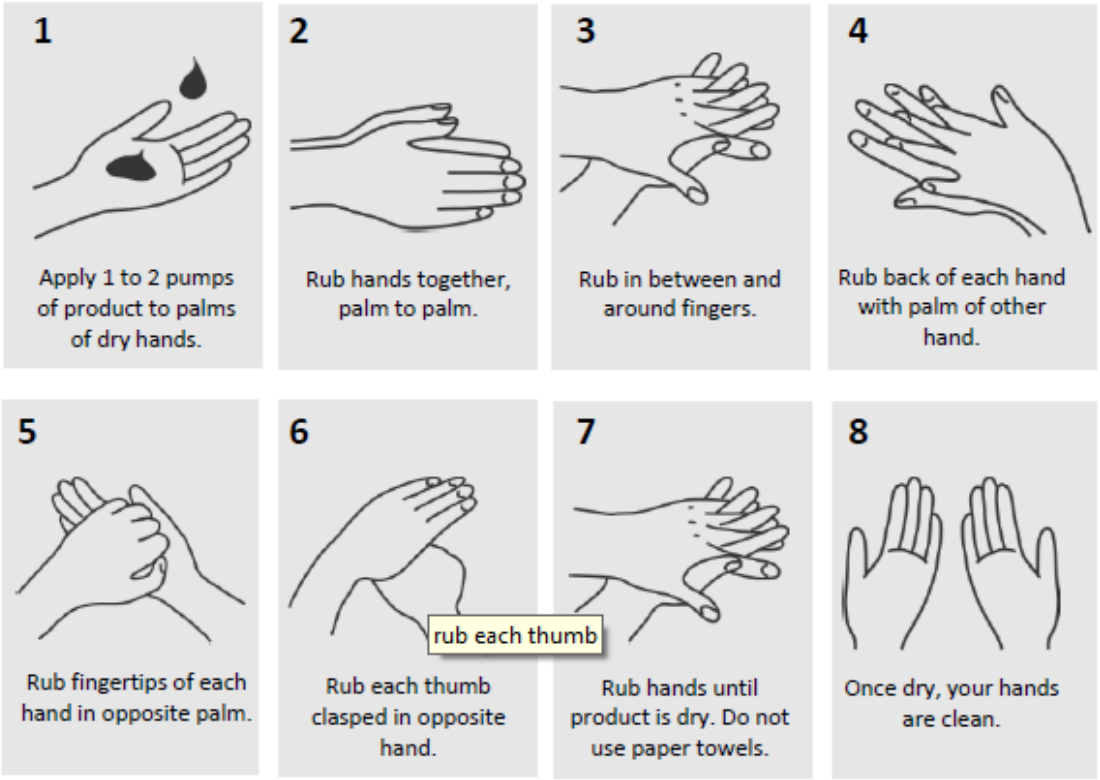
1. Welcome to Our Home	2. Hand-Hygiene	3. Hand Sanitizer
4. Cover Your Cough	**5.** How to Wear a Mask	**6.** Masks-Not-Healthcare
7. Non-Medical-Masks	8. Putting on Personal Protective Equipment (PPE)	9. Taking off Personal Protective Equipment (PPE)

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How to use hand sanitizer





Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for hand hygiene in all health care settings [Internet]. 4th ed. Toronto, ON: Queen's Printer for Ontario; 2014. Available from: https://www.publichealthontario.ca/-/media/documents/bp-hand-hygiene.pdf?la=en

The information in this document is current as of March 16, 2020.

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Appendix 3 - Cover Your Cough

Cover Your Cough



1. Cover your mouth and nose when you cough, sneeze or blow your nose.



2. Put used tissue in the garbage.



3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.



4. Clean your hands with soap and water or hand sanitizer (minimum 70% alcohol-based).

Stop the Spread of Germs

Always Cover Your Cough

- Covering your cough or sneeze can stop the spread of germs
- If you don't have a tissue, cough or sneeze into your sleeve
- Keep your distance (more than 2 metres/6 feet) from people who are coughing or sneezing

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TORONTO Public Health Backgrounder

December 2012

Stop the Spread of Germs: Always Cover Your Cough

Why should I cover my mouth and nose with a tissue when I cough or sneeze?
Germs such as influenza, cold viruses, and even whooping cough are spread by coughing or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs. When you touch an object such as a door handle, subway pole, telephone or computer keyboard with unclean hands, you are spreading germs. The next person who touches these objects may pick up germs and get sick if they do not clean their hands before touching their eyes, nose or mouth.

How do I stop the spread of germs if I am sick?
To stop the spread of germs:
- Cover your mouth and nose with a tissue when you cough, sneeze, or blow your nose.
- Clean your hands with soap and warm water or an alcohol-based hand sanitizer.
- If you don't have a tissue, cough or sneeze into your sleeve, not into your hands.
- Put used tissues in the garbage.
- Keep your distance (more than 2 metres / 6 feet) from people.
- Stay at home if you are sick.
- Don't share eating utensils (e.g., cups or straws), toothbrushes or towels.

How can I stay healthy?
- Get your flu shot (influenza vaccine) every year.
- Keep your hands clean. Clean your hands with soap and warm water or when hands are not visibly soiled, you can use a minimum 70% alcohol-based hand sanitizer.
- Minimize touching your eyes, nose or mouth. Germs are often spread when you touch something that is contaminated with germs and then touch your eyes, nose or mouth with unclean hands.
- Keep your distance (more than 2 meters / 6 feet) from people who are coughing or sneezing.
- Practice good health habits - eat healthy foods, get regular exercise, and get enough rest.

Where can I get more information?
Call Toronto Health Connection: 416-338-7600; TTY: 416-392-0658; or visit our website www.toronto.ca/health.

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Appendix 4 Put on Personal Protective Equipment

How to:
Put On Personal Protective Equipment (PPE)

Public Health Ontario | Santé publique Ontario

1 Perform Hand Hygiene

Use alcohol-based hand rub, or soap and water if hands are visibly soiled.



2 Put on Gown

Tie at neck and waist.



3 Put on Mask / N95 Respirator

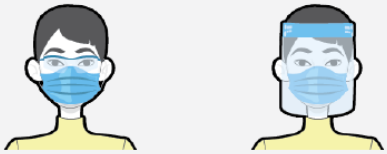


Secure ties, loops or straps and mould metal piece over nose.



Perform a seal check for N95 respirators.

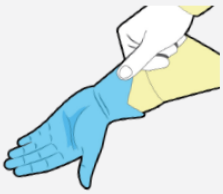
4 Put on Protective Eyewear



Place eye protection over face and eyes and adjust to fit.

5 Put on Gloves

Pull glove over the cuff of the gown.



For more information, please contact Public Health Ontario's Infection Prevention and Control Team at ipac@oahpp.ca or visit www.publichealthontario.ca.

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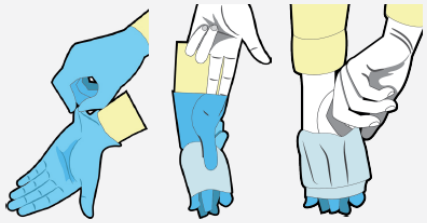
Appendix 5 Take off Personal Protective Equipment

How to:
Take Off Personal Protective Equipment (PPE)

Public Health Ontario | Santé publique Ontario

1 Remove Gloves

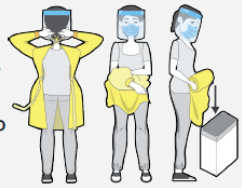
Take care not to touch your bare skin to the outside of the glove.



2 Remove Gown

Undo ties and pull gown away from body.

Carefully roll gown inside out, dispose into waste container.





Perform Hand Hygiene
Use alcohol-based hand rub, or soap and water if hands are visibly soiled.

3 Remove Protective Eyewear

Do not touch the front.

Carefully remove eyewear by pulling up and away from face and dispose into waste container.



4 Remove Mask / N95 Respirator

Take off using the ear loops/straps, pull forward away from face and dispose into waste container.





Perform Hand Hygiene
Use alcohol-based hand rub, or soap and water if hands are visibly soiled.

For more information, please contact Public Health Ontario's Infection Prevention and Control Team at ipac@oahpp.ca or visit www.publichealthontario.ca.

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Appendix 6 How to Wear a Mask



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Appendix 7 How to Handwash



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Appendix 7 How to Handrub

