



Origination	07/2020	Owner	Maria Cherbel: VP of Quality & Clinical Services
Last Approved	04/2025		
Effective	04/2025	Manual	LTC- IPAC
Last Revised	03/2025	Applicability	UC+BLTH
Next Review	04/2026	Categories	COVID-19 Pandemic Management

Visitors Policy (LTC)

LEGISLATION

Fixing Long-Term Care Act, 2021 (the "Act") requires every licensed long-term care home in Ontario to have an Infection Prevention and Control (IPAC) Program. Program requirements are outlined in the "Act" (s.23), the Ontario Regulation 246/22, and the Infection Prevention and Control (IPAC) Standard (the "Standard") for Long-Term Care Homes.

POLICY

1. The home shall establish and implement a written visitor policy as required under Ontario Regulation 246/22 made under the Fixing Long-Term Care Act, 2021 (s. 267. (1) and IPAC Standard. At a minimum, the policy includes:
 - A. the process for visitor access during non-outbreak situations and during an outbreak of a communicable disease or an outbreak of a disease of public health significance, an epidemic or a pandemic;
 - B. includes the process for documenting and keeping a written record of,
 1. the designation of a caregiver; and
 2. the approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver, if applicable;
 - C. complies 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*; an
 - D. ensures that essential visitors continue to have access to the long-term care home during an outbreak of a communicable disease, an outbreak of a disease of public health significance,

an epidemic or a pandemic, subject to any applicable laws.

2. The home shall maintain visitor logs for a minimum of 30 days which include, at a minimum,

- A. The name and contact information of the visitor
- B. The time and date of the visit
- C. The name of the resident visited

3. The home shall ensure that the current version of the visitor policy is provided to the Residents' Council and Family Council, if any.

TYPES OF VISITORS

Essential Visitors

- A. caregiver
- B. support worker who visits a home to provide support to the critical operations of the home or to provide essential services to residents
- C. a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care
- D. a government inspector with a statutory right to enter a long-term care home to carry out their duties.

General Visitors

- A. 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.

Not Considered Visitors

- A. Long-term care home staff (as defined under the *Fixing Long-Term Care Act, 2021*), volunteers, and student placements are not considered visitors as their access to the home is determined by the licensee.
- B. Infants under the age of 1 year are not considered visitors.

PROCEDURE

- A. All visitors must sign-in on the visitor log located at the entrances upon entering the Home. Visitor logs will be maintained for a minimum of 30 days and include the following information: the name and contact information of the visitor, the time and date of the visit, and the name of the resident visited.
- B. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference (*Fixing the Long-Term Care Act, 2021, Part II Residents Bill of Rights (3)(6)*)
- C. The resident must designate Essential Caregivers, or if the resident cannot do so, their substitute decision-maker (SDM). This process is completed upon admission and is recorded

in PointClickCare.

- D. A copy of the visitor policy must be included with Resident Information Package
- E. A copy of the visitor policy must be posted in the Home and posted on home's website
- F. A copy of the visitor policy must be provided to both the Resident and Family Councils (if any)
- G. All visitors must complete IPAC education and training upon admission of their resident, their first visit, upon hire, annually, and as frequently as needed (i.e., just-in-time for specific cases/ outbreaks).
 - 1. Visitors (excluding caregivers) should complete the "LTC Education Package – Residents and Visitors" in the Visitor Policy LTC". The package should be given during resident admission to residents and SDM(s). Home to post the package on the IPAC board within the home. Annual distribution and tracking should be conducted.
 - 2. All Caregivers should complete the "Caregiver and Volunteer Education Package (LTC)". Annual tracking should be conducted.
 - 3. NOTE: IPAC topics included (but not limited to) in the education packages are how to perform a PCRA, respiratory etiquette, physical distancing, hand hygiene, applicable IPAC practices, and proper use of PPE (select appropriate PPE in accordance with Routine Practices and Additional Precautions and safely don and doff PPE)
- H. COVID-19 vaccination continues to be recommended for all visitors
- I. Passive Screening (signage) is posted at the entrance of the home and performed by essential visitors and general visitors
 - 1. Visitors who do not pass screening are not permitted entrance into the home and should consider arranging medical follow up
 - 2. Visitors of imminently palliative residents who fail screening are permitted entry. The home ensures they wear a medical mask and maintain physical distance from other residents, HCWs and staff. Additional personal protective equipment (PPE) is provided as indicated by risk assessment.
- J. Home continues to be 'mask friendly' and have masks available for those who choose to continue masking as a personal decision (when universal masking is not in place)
- K. All visitors entering the home follow a home's visitor policy, in addition to guidance from ministry and local public health units (PHU).
- L. Resident on Isolation/Outbreak of a communicable disease/Outbreak of a disease of public health significance/Epidemic/Pandemic: The process for visitor access will be based on the requirements set out in applicable laws, including implementing all required public health measures and IPAC best practices and may include restriction and/or additional protective equipment and measures. Refer to the applicable disease-specific policy for more information. and refer to the table below for Recommendations for Outbreak Prevention and Control.

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Outbreak

General Visitors

- Should postpone non-essential visits to residents who are

symptomatic and/or on Additional Precautions, or when the LTCH/RH/institution is in outbreak.

- Who test positive for COVID-19 and/or have symptoms compatible with COVID-19 should avoid non-essential visits to anyone who is immunocompromised or at higher risk of illness (e.g., senior) as well as highest risk settings such as LTCHs for 10 days following symptom onset and/or positive test date (whichever is earlier/applicable).

Essential Caregivers

- should be directed to the reception desk prior to visiting residents.
- should be educated on the potential risk of exposure when visiting a symptomatic client/patient/resident.
- If an essential caregiver is symptomatic, they are recommended not to enter the setting. In some circumstances, the setting, along with the OMT will need to determine if the visitation is recommended when an essential caregiver is symptomatic.
- Exemptions exist on compassionate grounds to support visitation by essential caregivers of residents who are at end of life. In this case, appropriate PPE (mask, gown, gloves, appropriate eye protection, depending on symptoms) and HH should be performed by the visitor.
- Encourage essential caregivers visiting symptomatic residents to wear PPE (mask, gown, gloves, appropriate eye protection, depending on symptoms) and to perform hand hygiene with ABHR before donning and doffing PPE
- Essential visitor should wear a medical mask, maintain physical distancing, and should notify the setting of their recent illness/ positive test. If the individual being visited can also wear a mask, it is recommended they do so.
- If education is needed, demonstrate for caregivers/visitors how to use PPE appropriately
- Homes are recommended to support the presence of essential caregivers while balancing the safety of all residents, caregivers, and HCWs/Staff.
- Essential caregivers are NOT recommended to be restricted from visiting their loved ones, but limits may be required, and will be assessed on a case-by-case basis by the OMT and the setting.
- Home to contact family members and advise them of their relative's illness

REFERENCES:

- Fixing Long-Term Care Act, 2021 <https://www.ontario.ca/laws/statute/21f39>
- Regulations under the Act: O. Reg. 246/22 <https://www.ontario.ca/laws/statute/21f39>
- Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings Ministry of Health Effective: February 2025
- IPAC Standard

RELATED POLICIES AND FORMS

Policies

- **"Zero Tolerance to Resident Abuse and Neglect**
- **OHS Section - Workplace Violence and Harassment Prevention**

Forms

- LTC Education Package – Residents and Visitors
- Caregiver and Volunteer Education Package (LTC)
- Education Roster
- UC Mask Friendly Poster
- Passive Screening Poster
- LTC Visitors Sign-In Record V5

Attachments

- 📎 Education Roster V4 IPAC.xlsx
- 📎 IPAC Mandatory Education.pptx
- 📎 LTC Visitors sign in recordV4.docx
- 📎 Policy Acknowledgement
- 📎 UC Mask Friendly Poster
- 📎 UC Passive Screening May 2024 .pdf

Approval Signatures

Step Description	Approver	Date
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VP of Quality and Clinical Services	Maria Cherbel: VP of Quality & Clinical Services	04/2025
Director of Clinical Services	Lyana Nava: Director of Clinical Services	04/2025

Applicability

Better Living at Thompson House, UniversalCare Canada Inc