

PARKVIEW MEADOWS CHRISTIAN RETIREMENT VILLAGE

Subject: Visitor Policy	Manual: Health & Safety Manual	
Authorized By: CEO	Section: Organization	
Effective Date: October 2010	Revised Date: April 19th, 2024	Page: 1 of 7

Purpose:

At Parkview Meadows, all visitors must know their responsibilities in the areas of Health and Safety and abide by those responsibilities. All visitors are to comply with the Health and Safety initiatives of Parkview Meadows including current guidelines that comply with applicable directives, orders, guidance, advice, or recommendations issued by the Chief Medical Officer of Health or a medical officer or health appointed under the Health Protection and Promotion Act. Any violations will result in their immediate removal from the facility and potentially discontinuation of visits.

Definition:

- **General Visitor** - A person(s), temporarily entering the facility or workplace to provide non-essential services or social reasons (i.e. family member/friend that the resident or SDM assesses to be different from direct care (i.e. Cognitive stimulation, meaningful connection, etc.).
- **Essential visitor/Support worker** - Essential visitors include those performing essential support services for the home or a resident of the home. (e.g., food delivery, inspector, maintenance, or health care services, such as mobile X-ray or foot care) as well as support workers and caregivers (i.e. Physician, nurse practitioner.) Or a person visiting a very ill or palliative resident. The home will contact the POA/SDM to compile a list of visitors to visit the ill/palliative resident; a negative COVID-19 test is not required. Government inspectors are not subject to the visiting policy of the home.
- **Caregiver** – a type of essential visitor who is at least 18 years of age and is designated by the resident and/or their SDM/POA of Care and is visiting to provide direct care to the resident (i.e. Support with: feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making). A maximum of 4 caregivers may be designated per resident at a time. The designation should be made in writing to the home using the Caregiver Designation Form. A resident and or Substitute Decision Maker/ Power of Attorney for Care may change a designation in response to a change in the resident’s care needs that is reflected in the care plan, availability of a designated caregiver, either temporary (i.e. Illness) or permanent.

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Policy:

Visitation policy will be in place to protect the health and safety of Residents, Staff and Visitors while supporting residents in receiving the care they need and maintaining their emotional well-being. The home will support residents in receiving visitors while mitigating the risk of exposure to communicable diseases or an outbreak of a disease of Public Health significance, and epidemic or pandemic. Visitors to Parkview Meadows must abide by the safety rules and when required, wear personal protective equipment. Visitors must follow the directions of Parkview Meadows' staff, abiding by Public Health guidelines for: Physical distancing • Respiratory etiquette • Hand hygiene • Infection prevention and control practices (IPAC) • Proper use of personal protective equipment (PPE) when required. Visitors must immediately report any injuries or illness and/or unusual occurrences or conditions during their visit to a Parkview Meadows' representative.

Procedures

All Visitors shall:

- Enter the facility through either of the 3 entrances (Southview – Building C, Parkview Centre – Building D and Gardenview - Building E)
- Visitors who test positive for COVID-19 and/or have symptoms compatible with COVID-19 should self-isolate at their own home until symptoms have been improving for 24 hours (48 hours if gastrointestinal symptoms) and no fever is present.
- All visitors should notify the home of their recent illness.
- Visitors for a total of 10 days after the date of specimen collection or symptom onset, (whichever is earlier/applicable), should avoid non-essential visits to anyone who is immunocompromised or at a higher risk of illness and avoid non-essential visits to highest-risk settings (such as hospitals and long-term care homes).
- Participate in passive screening questionnaire located at each entrance sign-in table.
- Visitors are encouraged to wear a medical mask provided by the home and maintain physical distancing to other residents and staff.
- Visitors younger than 12 years of age must be accompanied by an adult (someone 18 years of age or older) and must follow all applicable public health measures that are in place.

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- Be aware of the Emergency Evacuation procedures for the facility in the event of an occurrence, at which during a visit the staff will direct the visitor where to proceed. The visitor will stay with their person visiting in the building; unless otherwise advised (see attached document for Emergency Evacuation)
- Not use any of the equipment, or tools within the facility. This excludes contractors, subcontractors and maintenance personnel who are required to follow all applicable policies.
- Additional general visitor requirements during visits include:
 - may participate in home activities, gatherings, or events.
- Shall always act in accordance with the
 - Health and Safety Policies, Procedures, Practices, and Guidelines of Parkview Meadows.
 - Ontario Occupational Health and Safety Act; **including violence and harassment which is the exercise of physical force by a person against a staff, volunteer, or student, that causes or could cause physical injury; and statement or behavior that a worker could reasonably interpret as a threat to exercise physical force against a worker. This may include: verbally threatening to attack a worker; leaving threatening notes at or sending threatening emails to a workplace; shaking a fist at someone, wielding a weapon; hitting or trying to hit a worker; sexual violence; kicking an object at a worker.**
 - Ontario Industrial Establishment Regulations
 - All legislation pertaining to the workplace.
- Participate in an incident investigation if required.
- Shall report illness or injury to their escort or the Floor Nurse.
- **All animals are encouraged to visit the home. They must always be wearing their collar and tags and must be kept in control by their owner with a leash. The owner will have on their person all up to date vaccinations including Rabies. Documents must be sent into the Program Services Manager or designate to be kept on file and sent in annually. Animals will not be allowed to enter the home in the event of an ongoing outbreak.**

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The Floor Nurse or Supervisor/ Alternate shall ensure that visitors:

- Are advised of any areas where access is strictly prohibited.
- Are accounted for in an Emergency Evacuation of the workplace.

Visiting Guidelines/Access to Parkview Meadows (subject to direction from the local Public Health Unit)

Essential visitors (Approved Caregivers by the Home):

- Any number of support workers may visit a home. Visits are not required to be scheduled.
- In outbreak situations, or if a resident is on Additional Precautions, all individuals are required to comply with masking and other personal protective equipment.
- Where the home is in an outbreak status declared by Public Health, a maximum of 2 caregivers may visit that resident at a time, unless outlined by Public Health
- If a resident is self-isolating or symptomatic a maximum of 2 caregivers may visit that resident at a time; exceptions to the masking requirements will be (Children who are younger than 2 years of age; any individual who is being accommodated in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 or the Ontario Human Rights Code)
- If a resident is symptomatic or self-isolating, they are required to stay within their room until deemed cleared by the home with direction of Public Health for infection protocols and procedures.

General visitors:

- A general visitor including caregivers may visit provided the resident is not self-isolating or symptomatic, and the home is not in an outbreak.
- Any general visitors under the age of 14 must be accompanied by an adult and follow all applicable public health and safety measures that are in place at the home (i.e., Active screening, hand hygiene, physical distancing, etc. No general visitors are permitted to visit if: the home is in outbreak, or if the resident is self-isolating or symptomatic.

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Training

The Program Services Manager or designate will email all approved caregivers all policy changes when they occur. The Visitors Policy will also be posted on Parkview Meadows Website for ease of access.

Resources to support IPAC and PPE education/training can be found on the Public Health Ontario website.

Guidance document (handout) -Recommended steps -Putting on PPE:
<https://www.publichealthontario.ca/-/media/documents/R/2012/rpap-recommended-ppe-steps.pdf?la=en>

Video: putting on full PPE <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>

Video: taking off full PPE: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>

Video: hand washing: <https://www.publichealthontario.ca/en/health-topics/infection-prevention-control/hand-hygiene/jcyh-videos>

Video: Putting on one piece facial protection:
<https://www.publichealthontario.ca/en/videos/ipac-onepiecefacial-on>

Video: Taking off one piece facial protection:
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All Managers, Supervisors and Employees will receive training as part of their training profile which will include training on handling visitors. The Visitors Policy will be reviewed annually on Surge Learning with memo placed in the staff communication binders and communication board (beside punch in clock) for any policy changes.

Non-Compliance by Visitors

Parkview Meadows recognizes that visits are critical to supporting a resident’s care and emotional needs. However, health and safety precautions/guidelines are put in place to ensure protection of our residents, staff, and visitors from the risk of all illness’.

Non-compliance can result in: Ending a visit or temporarily prohibiting a visitor.

Ending a Visit Parkview Meadows reserves the right 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 physically 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).

Parkview Meadows will document where they ended a visit due to non-adherence.

Temporarily Prohibiting a Visitor Parkview Meadows reserves the right to temporarily prohibit a visitor in response to repeated non-adherence with the home’s visitor policy. In exercising this discretion, homes should consider whether the non-adherence:

- Can be resolved successfully by explaining and demonstrating how the visitor can adhere to the requirements.
- Is with requirements that align with instruction in Directive #3 and guidance in this policy.

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- 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 ended.
- 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 caregiver to help meet the resident’s care needs.

Evaluation

This policy will be reviewed on an annual basis or more frequently as directed/required as directed under the Directive #3 of the LTCH Act of 2007.

The home is responsible for implementing and following visiting practices that comply applicable directives, orders, guidance, advice, or recommendations issued by the Chief Medical Officer, or a medical officer of health appointed under the Health Protection and Promotion Act.

Screening documentation will be held for thirty (30) days to assist with contact tracing for Public Health

Required Forms

COVID – 19 Screening tools for Long Term Care Homes and Retirement Homes
Designated Caregiver Designation Form & Caregiver Designation Policy
Emergency Evacuation

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