
Long-Term Care Visiting Policy

Approved by: Long-Term Care
Administrator**Effective Date:** July 7, 2022**Issued By:** Long-Term Care**Review Date:** NEW**Department(s)** Long-Term Care**Version:** 1Archived: N

POLICY

The Lennox and Addington County General Hospital (LACGH) has developed the Long-Term Care Visiting Policy to provide Resident and Family Centered Care within a safe environment that meets all infection control standards. Family and friends play an important role in the residents overall quality of life.

DEFINITIONS:

Essential Caregivers: Essential caregivers are people (family, friends, neighbors, knowledge keepers or members of the extended community) designated by the patient whose support (physical, social, personal, emotional, cultural or psychological) is deemed essential for the patient. Essential caregivers are identified in advance, and each resident can have a maximum of 4.

General Visitors: A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services, 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.

Support worker: A support worker is a type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home. Examples of support workers include physicians, maintenance workers, foot care, hair services, or government officials performing necessary inspections.

PURPOSE:

LACGH recognizes the importance of family and caregiver support as it enhances the quality of life for the residents. Visiting promotes mental and emotional wellbeing and reduces feelings of loneliness and social isolation.

PROCEDURE:

1. Residents or their Substituent Decision Maker /POA have a right to choose who is a visitor and who is deemed an essential caregiver
2. All visitors must follow the homes mandatory vaccination policy of at least 2 COVID 19 doses. (palliative care exemptions)
3. All visitors must follow the policies and procedures outlined by the home based on the best practice guidelines of the Ministry of Health and Long Term Care, and the Local Public Health unit.



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4. All visitors must complete and pass the screening questions, and obtain a negative Rapid Antigen test prior to entering the unit.
5. Masks are required at all times while at the home. Masks must be medical grade and worn over the individuals mouth and nose at all times.
6. Eating and drinking is not permitted while in the home.
7. During non- outbreak times visitors may support residents with dinning and activities, and do not have to social distance from the resident
8. During an outbreak, only one essential caregiver is able to visit and they are restricted to the resident’s room. There are NO general visitors during an outbreak.
9. Essential Caregivers must submit a caregiver form, with proof of 2 COVID doses, to be approved as a designated Essential Caregiver
10. All Visitors and Essential Caregivers are required to sign in at the nursing desk, in order to support contact tracing if required.

Virtual Visiting and Staying Connected

Virtual care connection is offered to all residents as a method of communicating with families.

Virtual visits will be encouraged using either the residents’ own technology device or via a tablet provided by the hospital. (Care team staff: please refer to the IT department for these residents who are identified to have this need).

Residents can connect to the free LAC Public Wi-Fi and use video apps such as FaceTime, Messenger and Zoom without using up their data plan. If a resident does not have a device, we are happy to arrange a Virtual Visit (video chat). These can be facilitated by either requesting a Virtual Visit appointment via email: VirtualVisits@lacgh.napanee.on.ca or speaking with the care team staff.

If a patient doesn't have their own email account and family/friends would like to send them a message, they can send an 'e-postcard' to us though the Hospital’s website and we will deliver it.

REFERENCES:

[Minister’s Directive: Long-term care home COVID-19 immunization policy | ontario.ca](#)

[Visitor_Absences_Social Gatherings Snapshot_2022-03_09_EN.pdf \(ltchomes.net\)](#)