

County of Renfrew Long-Term Care Homes Standard Operating Procedures (SOPs)			
<b>DEPARTMENT:</b> General			<b>SOP#:</b> G-026
<b>SOP:</b> Resident Visiting			
<b>ORIGINAL DATE:</b> July 21, 2020	<b>DATE LAST REVIEWED:</b> May 16, 2024	<b>COVERAGE:</b> All Employees, Visitors	<b>PAGE #:</b> 1 of 2

**Purpose:**

To support the residents emotional well-being by providing meaningful and equitable access to visits for all residents with consideration of the staffing and space capacity available to maintain the safety of residents, staff and visitors while adhering to the current directives such as from the Ministry of Health, Ministry of Long-Term Care and Public Health Ontario Guidelines and all other applicable guidelines.

**Definitions:**

Essential Caregiver: can be designated by the Resident or their Substitute Decision Maker to provide support with: Feeding, Mobility & Personal Hygiene; Cognitive Stimulation & Communication; and Meaningful Connection, Relational Continuity & Decision-making.

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.

**Requirements:**

- a) In the event that a Home enters into an outbreak, general visitors should postpone all non-essential visits to residents within the outbreak area for the duration of the outbreak.
- b) If the resident is on isolation precautions (i.e., COVID-suspect) only registered Essential Caregivers (ECGs) are permitted to visit unless resident is end of life. ECGs must utilize appropriate personal protective equipment (PPE) as per best practice guidelines and as posted in the affected resident home area.
- c) If an Essential Caregiver is symptomatic, they are recommended not to enter the Home.
- d) The Home will provide information to visitors on Infection Prevention and Control procedures regarding masking via signage and videos provided within the Home.
- e) Non-adherence to Home procedures/protocols will result in discontinuation of visits for that visitor.

**Exceptions:**

Exemptions exist on compassionate grounds to support visitation by essential caregivers/visitors of residents who are at end of life. Appropriate PPE (mask, gown, gloves, appropriate eye protection, as per best practice guidelines) and hand hygiene should be performed by the visitor.

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To register as an Essential Caregiver, please contact designate staff at the applicable Home:  
 Trisha Michaelis, Director of Care, Bonnechere [tmichaelis@countyofrenfrew.on.ca](mailto:tmichaelis@countyofrenfrew.on.ca)  
 Kelsey Lapenskie, Social Worker, Miramichi Lodge [klapenskie@countyofrenfrew.on.ca](mailto:klapenskie@countyofrenfrew.on.ca)

Please review the [Public Health Ontario resources](#) to support infection prevention and control (IPAC) and personal protection equipment (PPE) education and training:

- guidance document: [recommended steps: putting on personal protective equipment](#)
- video: [putting on full personal protective equipment](#)
- video: [taking off full personal protective equipment](#)
- videos: [how to hand wash](#) and [how to hand rub](#)

**Procedure:**

1. The visitor **must be**:
  - Feeling well
  - Adhere to the Home’s policies/practices
  
2. Medical masks are available at the entrance, as well as a hand hygiene station.