

Visitor Policy		Policy Manual Section: Section 10 - Nursing and Personal Support Services
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Act/Regs: FLTC Act 2021, Ont. Reg 246/22, s. 102		Page: 1 of 3

Policy Statement

The Visitor Policy is established as part of Bay Haven’s ongoing commitment to the health and safety of its residents and staff. This policy applies to all those that visit Bay Haven, including but not limited to staff, residents, and families.

Purpose

The purpose of this policy is to minimize risk of illness transmission, thereby ensuring the protection of all those in the community.

Procedure

I. Regular Visiting When Not in Outbreak

Please take note of the following guidelines during regular visits:

1. **Wash your hands upon entering the facility:** There is alcohol-based hand rub at the entrances to the home, please use it to sanitize your hands at the beginning, and throughout your visit.
2. **Do not visit if you are feeling unwell:** For the safety of all, refrain from visiting if you are experiencing symptoms of illness, have lingering cold symptoms, are immunocompromised, or have sick family members at home.
3. **Check with staff regarding resident health:** Before visiting, check with staff to ensure that the resident you are visiting is in good health. They should not display any visible signs of illness and should not be under additional precautions.
4. **Practice respiratory etiquette:** Visitors can practice proper respiratory etiquette by sneezing into their elbows or into a tissue and immediately discarding it. Remember to sanitize your hand with alcohol-based hand rub that is provided.
5. **Limit of ten visitors:** The number of family and friends attending resident celebrations should be limited to a maximum of ten individuals.
6. **Respecting co – residents:** it is important that when you are visiting you must be respectful of other co residents. Be mindful of times you are visiting, and there are no excessive noises in the evenings.

II. Visiting During Outbreak

Please take note of the following additional guidelines when visiting during a declared outbreak:

- **Review Visiting Guidelines:** Upon arrival, visitors should review the “Visiting Guidelines” posted at the main entrance.
- **Check-In with Staff:** Check in at the Nursing Station on arrival to determine if the resident you are visiting is isolated due to illness. Staff will provide instruction to the visitor based on the health status of the residents.
- **Determine health status of residents being visited:** Depending on the health status of the resident being visited, take note of the following guidelines:
 - i. **If visiting a resident who is well:**
 - **Visit the resident in their room:** Avoid common areas, such as the dining room, activity room, North-West sitting room, or lobby.
 - **Proper Hand Hygiene:** Proper hand hygiene practices should be used before entering and when leaving a resident’s room, including using ABHR and washing hands.
 - **Limit visits where possible:** If possible, limit visits to one resident and leave the home immediately after the visit. However, if visiting multiple residents, it is highly recommended to visit the healthy resident(s) first.
 - ii. **If visiting an ill (isolated) resident:**
 - **Visit the resident in their room:** Ill residents should remain in their rooms.
 - **Proper Hand Hygiene:** Proper hand hygiene practices should be used before entering and when leaving a resident’s room, including using ABHR and washing hands.
 - **Direct Contact and PPE:** If the visitor has direct contact with the ill resident, ensure the visitor is instructed in how to don/doff the appropriate personal protective equipment (PPE).
 - Depending on the type of outbreak, PPE may include gloves, masks, eye protection, or gowns. This will be provided to visitors by the facility.
 - **Disposal of PPE:** Follow posted instructions and ask staff about correct disposal of PPE; PPE must be removed and discarded in the garbage before leaving the resident’s room. Ensure proper hand hygiene practices are used after removal of PPE, including use of ABHR and handwashing.
 - PPE should never be worn in any area other than the resident’s room, including but not limited to the hallway and at the Nursing Station.
- **Internal Visitors:** Visitors from within the Bay Haven Retirement Home or Nursing Home should take note of the following guidelines:
 - i. **Visits to Nursing Home:** Visitors who live in the Bay Haven Retirement Home will be permitted to visit family members in the Nursing Home.
 - **Following Guidelines:** The Retirement Home family member should follow the aforementioned guidelines for visitors, including but not limited to proper

hand hygiene practices with ABHR, limiting visits to the resident's room, and wearing PPE when visiting an unwell resident. Retirement home resident who are unwell, are not recommended to visit on the Nursing Home.

ii. Visits to the Retirement Home: If considered typical activity and if limitation would cause undue emotional hardship for both residents, Nursing Home residents may be permitted to visit family members in the Retirement Home.

- **Following Guidelines:** The Retirement Home family member should follow the aforementioned guidelines for visitors, including but not limited to proper hand hygiene practices with ABHR, limiting visits to the resident's room, and wearing PPE when visiting an unwell resident, is not recommended for a Nursing Home resident to visit the Retirement Home side if they are unwell.

- **Extenuating Circumstances - Unwell Visitors:**

- **No unwell visitors:** Unless under extenuating circumstances, unwell visitors should not visit the home.
- **Extenuating circumstances may include:**
 - Visiting a resident who has had significant change in their health status
 - Visiting a resident who is receiving end of life care
 - Visiting from a distance, including out-of-area/province/country for a limited time

Under these circumstances, the unwell visitor should wear the appropriate PPE and practice proper hand hygiene upon arrival, as needed during their stay, and when leaving both the resident room and home. The visit should be restricted to the residents only.