

County of Renfrew Long-Term Care Homes Standard Operating Procedures (SOPs)			
DEPARTMENT: General			SOP#: G-026
SOP: Resident Visiting			
ORIGINAL DATE: July 21, 2020	DATE LAST REVIEWED: December 7, 2023	COVERAGE: All Employees, Visitors	PAGE #: 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, all non-essential visits must end.
- b) If the resident is on isolation precautions (i.e., COVID-suspect) only registered Essential Caregivers are permitted to visit unless end of life.
- c) Essential visits (resident is end of life) will still be allowed but must pass screening.
- d) Increased local community COVID may result in temporary cessation of visits.
- e) The Home will provide information to visitors on Infection Prevention and Control procedures regarding masking via posters and videos provided within the Home.
- f) Non-adherence to Home procedures/protocols will result in discontinuation of visits for that visitor.

Visitor Requirements:

- a) Visitors must maintain mask compliance at all times.

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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
 Kelsey Lapenskie, Social Worker, Miramichi Lodge 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. The visitor will arrive to the Home, complete hand hygiene, don **a medical** mask **available at the entrance.**