

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: May 23, 2025	COVERAGE: All Employees, Visitors	PAGE #: 1 of 2

Purpose:

To support the residents emotional well-being by providing meaningful and equitable visits for all residents while ensuring space capacity available to maintain the safety of residents, staff and visitors. Visits within the Home will adhere to current directives outlined by the Ministry of Health, Ministry of Long-Term Care, Public Health Ontario and all other applicable guidelines.

Definitions:

Essential Caregivers (ECGs): can be designated by the resident or their Substitute Decision Maker (SDM) to provide support with: Feeding, Mobility & Personal Hygiene; Cognitive Stimulation & Communication; and Meaningful Connection, Relational Continuity & Decision-Making.

General Visitors: are individuals who are not an ECG and are 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 individuals visiting for social reasons as well as visitors providing non-essential services such as; personal care services, entertainment, or individuals touring the home.

Requirements:

- In the event that a resident home area (RHA) enters into an outbreak, **ALL** non-essential visits to that RHA must end.
- If the outbreak is throughout the Home, **ALL** non-essential visits to all RHAs must end.
- If the resident is on isolation precautions (i.e., COVID-suspect) only registered ECGs are permitted to visit **unless** end of life.
- Essential visits (resident is end of life) will still be allowed, but visitors must complete a passive screening to ensure they are feeling well prior to entering the Home.
- Increased local community of a communicable disease may result in the temporary cessation of visits.
- The Home will provide information to visitors on Infection Prevention and Control (IPAC) procedures regarding Personal Protective Equipment (PPE) required and provided within the Home.
- Non-adherence to Home procedures/protocols will result in discontinuation of visits for that visitor.

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Visitor Requirements:

To register as an ECG, please contact designated staff at the applicable Home:
 Quin Leury, Director of Care, Bonnechere gleury@countyofrenfrew.on.ca
 Kelsey Lapenskie, Social Worker, Miramichi Lodge klapenskie@countyofrenfrew.on.ca

Please review the [Public Health Ontario resources](#) to support IPAC and 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 for visiting home:

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 and don the proper PPE when required.