


Strathmere Lodge

	Manual	Administration
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STRATHMERE LODGE

VISITOR POLICY

June 30, 2022 (Revised Aug. 19, 2024)

Types of visitors

Not considered visitors

Long-term care home staff (as defined under the Fixing Long Term Care Act), volunteers, and students on placement are not considered visitors as their access to the home is determined by the home. Infants under the age of one are also not considered visitors.

Essential visitors

Essential visitors are persons visiting to meet an essential need related to the residents (or the operations of the home) that could not be adequately met if the person does not visit the home.

There are no limits on the number of essential visitors allowed to come into the home at any given time, unless provincially directed, or to manage an outbreak/infectious disease.

Essential visitors are the only type of visitors allowed when there is an outbreak in the home or area of the home, or when a resident has failed a health screening, is symptomatic or in isolation, as it relates to infectious diseases.

There are four types of essential visitors:

- **people visiting very ill or palliative residents** who are receiving end-of-life care for compassionate reasons, hospice services, etc.
- **government inspectors with a statutory right of entry.** Government inspectors who have a statutory right to enter long-term care homes to carry out their duties must be granted access to a home. Examples of government inspectors include inspectors under the [Fixing Long Term Care Act, 2021](#), the [Health Protection and Promotion Act](#), the [Electricity Act, 1998](#), the [Technical Standards and Safety Act, 2000](#) and the [Occupational Health and Safety Act](#).
- **support workers:** support workers are persons who visit a home to provide support to the critical operations of the home or to provide essential services to residents. Essential services provided by support workers include but are not limited to:
 - o assessment, diagnostic, intervention or rehabilitation and counselling services for residents by regulated health professionals such as physicians and nurse practitioners
 - o Assistive Devices Program vendors – for example, home oxygen therapy vendors
 - o moving a resident in or out of a home
 - o social work services

- o legal services
- o post-mortem services
- o emergency services (for example, such as those provided by first responders)
- o maintenance services such as those required to ensure the structural integrity of the home and the functionality of the home's HVAC mechanical, electrical, plumbing systems and services related to exterior grounds and winter property maintenance
- o food or nutrition, and water or drink delivery
- o Canada Post mail services and other courier services
- o election officials or workers
- **caregivers:** A caregiver is a type of essential visitor who is visiting the home to provide **direct care** to meet the essential needs of a particular resident. Caregivers must be at least 16 years of age and must be designated by the resident or his or her substitute decision-maker. Direct care includes providing support or assistance to a resident that includes providing direct physical support (for example, eating, bathing and dressing) or providing social and emotional support.
 - o Examples of direct care provided by caregivers include but are not limited to the following:
 - supporting activities of daily living such as bathing, dressing and eating assistance
 - providing cognitive stimulation
 - fostering successful communication
 - providing meaningful connection and emotional support
 - offering relational continuity assistance in decision-making
 - o Examples of caregivers include:
 - friends and family members who provide meaningful connection
 - a privately hired caregiver
 - paid companions
 - translator

An important role of the caregiver is that of providing meaningful connection and emotional support. A person should not be excluded from being designated as a caregiver if they are unable to provide direct physical support.

Designating a caregiver

- Caregivers must be designated and must be at least 16 years of age.
- The maximum number of designated caregivers per resident is as provincially designated, or as necessary to manage any infectious disease.
- A resident or their substitute decision-maker may change a designation in response to a change in the:
 - o resident's care needs that is reflected in the plan of care
 - o availability of a designated caregiver, either temporary (for example, illness) or permanent.

- A resident or their substitute decision-maker may not continuously change a designation in order to increase the number of people able to enter the home.
- All caregivers are required to be vaccinated if/as mandated by the province or The Lodge.

The decision to designate an individual as a caregiver is **the responsibility of the resident or their substitute decision-maker** and not the home. An Authorized Visitors Book documenting caregiver designations is maintained by The Lodge.

Caregivers – scheduling, length and frequency of visits

The Lodge may not require scheduling or restrict the length or frequency of visits by caregivers. However, in the case where a resident resides in an area of the home in outbreak, is symptomatic or isolating under additional precautions, only one caregiver may visit at a time.

A caregiver should not visit any other home for 10 days after visiting another:

- resident who is self-isolating, including those experiencing symptoms of infectious disease.
- home or area of a home affected by an outbreak

Recognizing there are caregivers who want to volunteer to support more than one resident, in the event of an outbreak, caregivers may support up to two residents. Caregivers may also support more than one resident in non-outbreak situations.

Safe opportunities for caregivers to spend time with residents include:

- Resident room
- Booking of Conference Room or Family Dining Room
- outdoor gardens and patios

General visitors

General visitors are permitted, unless the need exists to manage Visiting due to outbreak/infectious disease.

A 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.

Access to home

- Caregivers and general visitors are permitted.
- Up to two visitors per resident may visit at a time (no limit, during non-pandemic or non-outbreak times)
- Caregivers and general visitors must meet any vaccination requirements outlined by the province or The Lodge, in order to gain entry to the home.
- When a resident is symptomatic or isolating, only one caregiver may visit at a time.

Physical distancing (a minimum of two metres or six feet) may be required during pandemic or outbreak times. Personal Protective Equipment (PPE) may be required.

Restrictions during outbreaks or when a resident is isolating

Essential visitors

Essential visitors are the only type of visitors allowed when a resident is isolating or resides in the home or area of the home in an outbreak.

General visitors

General visitors are not permitted:

- when the home or area of the home is in outbreak
- to visit an isolating resident
- when the local public health unit or Ministry of Long Term Care so directs

Direction from the local public health unit

In the case where the local public health unit directs The Lodge in respect of the number of visitors allowed, the Lodge will follow the direction of the local public health unit.