Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

POLICY

Policy Statement

The Home will support resident-centred visitation by enabling access to the Home in a manner that respects resident rights and promotes well-being, while ensuring the health, safety, security, and privacy of all individuals in the Home.

Visitors

Visitors play an important role in the well-being, comfort, and quality of life of residents. The Home support welcoming and flexible visitation that enables residents to maintain meaningful relationships with family, friends, and others who are important to them. At the same time, measures are in place to support a safe, respectful, and comfortable environment for all residents, staff, and visitors. Visitors are expected to follow the homes' guidelines related to health and safety, infection prevention and control, and respectful conduct while in the Home.

Roles and Responsibilities

- The Executive Director/Administrator is operationally responsible for ensuring this policy is implemented and followed.
- Reception/designated entry screening staff are responsible for supporting visitor entry processes, communication of applicable requirements and escalation of concerns as required.
- Managers, supervisors and designated leads are responsible for addressing visitor-related concerns, risks or restrictions within their areas of responsibility.
- Workforce members are responsible for supporting safe, respectful and appropriate visitor interactions in accordance with organizational requirements.

Resident Access to Visitors

The Home supports residents in receiving visitors 24 hours per day, 7 days per week, if desired, provided the visit does not infringe upon the health, safety, privacy, dignity, or rights of other residents or others within the Home.

General Visitors

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

- For routine access and reception purposes, the Home's general visiting hours are 8:00 a.m. to 9:00 p.m., 7 days per week. These hours do not limit a resident's access to visitors outside of general visiting hours. Visitors arriving outside these hours will be accommodated in accordance with the Home's established after-hours visitor processes.
- The Home will also accommodate the visiting needs of residents receiving palliative or end-of-life care, including access outside general visiting hours 24 hours a day 7 days a week based on the resident's needs and wishes.
- General visitors include persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the Home.
- Visitors below the age of 14 years old must be accompanied by someone at least 18 years old.

Visitor Sign-In and Sign-Out

All visitors will need to complete a sign-in/sign-out sheet at the reception desk upon entering the lobby of the Home and upon leaving the Home. The following information will need to be provided:

- Name and contact information of the visitor;
- Time and date of the visit;
- Name of the resident visited;
- Infectious disease screening record for each visitor;
- Designation as a caregiver (if applicable);
- Approval from a parent or legal guardian to permit persons under 16 years of age to be designated as a caregiver (if applicable).

Visitor Health Screening

- All visitors will need to do passive screening for the presence of an infectious disease based on a self-assessment of health and any signs and symptoms prior to entering the Home during non-breaks.
- Visitors may be required to complete active screening for the presence of an infectious disease during outbreaks which will be conducted by a staff member.

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

- Visitors who show signs and/or symptoms of the presence of an infectious disease will not be permitted to enter Home in order to protect the health, safety and well-being of residents, staff, volunteers and students.
- All visitors will need to perform hand hygiene during their visit.
- Visitors may be required to wear personal protective equipment when visiting the Home for precautionary reasons or during an outbreak.
- Essential visitors who are visiting a resident who is experiencing signs and/or symptoms of an infection will be asked to wear personal protective equipment, utilize hand hygiene and social distancing.
- Infection prevention control support and education will be provided for visitors requiring assistance.

Visitors During Outbreaks

During outbreaks of a communicable disease only people defined as essential visitors may visit the Home. There are four types of essential visitors: caregivers, support workers, compassionate visitors, and government inspectors.

Caregivers

Caregivers are defined as family members, friends or persons important to the resident who:

- Provide one or more forms of support or assistance to meet the resident's needs, such as direct physical support such as assistance with activities of daily living or social, emotional, or spiritual support which may be paid or unpaid;
- Can comply with all applicable laws, directives, guidance, orders or advice from public health and infection prevention and control (IPAC);
- Is designated by the resident or the resident's substitute decision maker (SDM) with authority to give that designation, if any.
- In the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

Support Workers

A support worker is someone who visits the Home to support critical operations of the Home or who provides essential services to residents. Support workers include, but are not limited to, regulated health professionals, emergency services, social work, moving services, legal services,

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

maintenance and repair services, food and nutrition services, water and drink delivery services, mail, delivery and courier services, assistive devices program vendors, and election/voting services.

Compassionate Visitors

Compassionate visitors are people visiting residents who are receiving palliative care or end-of-life care.

Government Inspectors

Government inspectors have a statutory right to enter a long-term care Home during outbreaks in order to fulfill their duties.

Accessibility and Accommodation

- The Home is committed to providing an accessible and inclusive environment for all visitors, including persons with disabilities. Visitors who require accommodation will be supported in a manner that respects dignity, independence, integration, and equal opportunity. This includes, but is not limited to:
    - Permitting service animals to accompany individuals in accordance with applicable accessibility and human rights legislation
    - Allowing support persons to accompany individuals who require assistance while visiting the Home
    - Providing accessible formats and communication supports upon request in accordance with the Home's Accessibility Policy
    - Considering individual accommodation needs in relation to access, communication, and participation within the Home environment
- Additional requirements related to accessibility, accommodation, service animals, and support persons are addressed in the Accessibility Policy and the Animals in the Home Policy.

Privacy and Confidentiality

Visitors are expected to respect the privacy, dignity and confidentiality of residents, visitors, staff, volunteers and students within the Home. Visitors who bring smartphones, tablets, laptops or other devices into the Home are expected to use them respectfully and avoid capturing or sharing images, audio, video or personal information of others without their knowledge and consent. Visitors are also encouraged to help maintain a safe, respectful and comfortable environment for

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

everyone in the Home by using personal devices in a considerate manner and by promptly bringing any privacy concerns to staff attention.

Safety and Environment

The Home is committed to maintaining a safe, respectful, smoke-free, vape-free and scent-reduced (e.g. the prohibition of strongly scented fragrances that may trigger negative health effects) Home environment for residents, visitors, staff, volunteers and students. Visitors are expected to support a safe home environment and promptly inform staff of any hazards, safety concerns or emergency situations observed while in the Home.

Prohibited and Restricted Items

Illegal substances and anything that could reasonably be considered a weapon or danger to others are strictly prohibited within the Home. Certain legal substances or items that may pose a risk to the health, safety or well-being of residents or others may also be restricted, removed or otherwise managed by the Home in accordance with applicable legislation and the Substance Use in the Home Policy.

Personal Belongings and Electronic Devices

Visitors who bring personal belongings or electronic devices into the Home, including phones, tablets, laptops or chargers, are expected to use and store them safely and responsibly. Electrical devices should not be left unattended while charging or placed near combustible materials or other potential fire hazards.

Visitor Non-Compliance

- Visitors are expected to comply with this policy and all applicable Home requirements. Where a visitor fails to comply, the Home may take appropriate action based on the nature and severity of the concern, including providing education or direction, requiring the visitor to leave, or imposing reasonable restrictions on future visits where necessary to protect the health, safety, security, privacy, or rights of others.
- Any restrictions on visitation will be based on the circumstances, proportionate to the concern, and consistent with applicable legislation and residents' rights, including access to essential visitors. Where possible, visitors will be informed of the reasons for any restrictions and the steps required to address the concern. In situations involving an immediate threat to safety, emergency services or other appropriate authorities may be contacted.

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

Website Posting, Home Posting and Other Provision Requirements

The current version of this policy must be posted in the Home in a conspicuous and easily accessible location and on the Home's public website in accordance with applicable legislative requirements. The current version must also be included in the information package provided to residents/SDMs upon admission and provided to the Residents' Council and Family Council, if any, as required.

Operational Documents Requirements

Operational documents (e.g. procedures, protocols, guidelines, tools, forms, etc.) may be developed and maintained for the implementation of this policy. Staff must use operational documents that are appropriate to their role and the most current version available in the Controlled Documents Library. Staff must follow the content of operational documents within the boundaries of any variation specified and must apply the content in a manner consistent with applicable legislation, professional standards, and organizational policy requirements. Staff must exercise appropriate professional judgment, including clinical judgment where applicable, in applying operational documents to specific circumstances, and where operational documents are unavailable or do not adequately address a situation. Any concerns regarding the content or application of operational documents must be escalated to the appropriate manager or leadership. Additional requirements may be found in the Controlled Documents Program Policy.

DEFINITIONS

General Visitors: Defined as a person who is not an essential visitor and is visiting to provide nonessential 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.

Essential Visitors: Defined as either a caregiver, support worker, compassionate visitor, or a government inspector. A **caregiver** is a family member or friend of a resident or a person of importance to a resident, provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis, is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver. A **support worker** is a person who visits a home to

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.

Legislation:	Fixing Long-Term Care Act, 2021, ss.3, 5, 85 Ontario Regulation 246/22, ss.264-265, 267, 271		
Status:	Active	Classification	Organizational Governance
Approval Date:	August 1, 2026	Version:	1
Effective Date:	September 1, 2026	Last Reviewed:	
Document Type:	POLICY	Next Review Date:	September 1, 2027
Document ID:	POL-0059	Approved By:	Vice President of Operations
Document Title:	Visitors Policy		

provide support to the critical operations of the home or to provide essential services to residents. A **compassionate visitor** is a person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end-of-life care. A **government inspector** is a person with a statutory right to enter a long-term care Home in order to carry out their duties.

RELATED POLICIES

POL-0074-Personal Protective Equipment for IPAC Policy
POL-0068-Hand Hygiene for IPAC Policy
POL-0075-IPAC Routine Practices, Additional Precautions and Outbreak Management Policy
POL-0073-IPAC Screening, Surveillance and Risk and Incident Reporting Policy
POL-0025-Privacy and Confidentiality Policy
POL-0001-Emergency Management Policy
POL-0058-Substance Use in the Home Policy
POL-0038-Animals in the Home Policy

©Primacare Living Solutions. All Rights Reserved. Primacare Living Solutions accepts no responsibility for use of this material by any person or organization not associated with Primacare Living Solutions. A printed copy may not reflect the current electronic document in the Primacare Living Solutions controlled documents library. The dissemination or reproduction of this document in any form is strictly prohibited without written permission from Primacare Living Solutions.