Manual:	Administration	Reference No.:	**004131.00**
Section:	Communication		
Subject:	**General Visitor Policy**		

POLICY:

APANS Health Services is committed to the safety, dignity, and well-being of residents, families, staff, and visitors. This policy outlines expectations for visitor conduct and clarifies the classification of visitor types in accordance with the **Fixing Long-Term Care Act, 2021 (FLTCA)** and **Ontario Regulation 246/22**.

PROCEDURE:

Families and friends are encouraged to visit the home during reasonable hours (0800 - 2100 hours). Visits outside of these hours may occur under compassionate or special circumstances (e.g., end-of-life situations or for a resident in distress).

Families are welcome to take residents on outings to their homes or elsewhere. Advance notice shall be provided to the charge nurse to allow for adequate preparation, including medication management.

Alcoholic beverages brought in for residents must be left with the charge nurse. All candies, sweets, over-the-counter medications, creams, vitamins, and naturopathic products must be approved and supplied through the home's pharmacy. Families are encouraged to discuss individual resident needs with the nursing staff.

In emergency situations or medical outbreaks, all visitors shall follow posted instructions and staff direction and our 066050.00 Outbreak Management - Visitor Policy. Visitors are prohibited from visiting when ill.

All visitors must follow Health and Safety policies, including:

- No smoking within the building or within 9 meters of entrances.
- Pulling fire alarms and notifying staff when observing fire or smoke.
- Remaining in place when the fire alarm sounds until directed otherwise.
- Reporting hazards or unsafe conditions.
- Respecting resident privacy and confidentiality.
- Prohibiting candles and unauthorized medications.

Inappropriate visitor conduct, such as yelling, profanity, threats, physical aggression, or disrespectful behavior toward residents, staff, or other visitors will not be tolerated. Violators may be asked to leave and, if necessary, authorities will be contacted.

TYPES OF VISITORS

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In accordance with the **Fixing Long-Term Care Act, 2021** and **Ontario Regulation 246/22**, the following visitor classifications apply:

1. Essential Visitors

Essential Visitors are permitted to enter the home to perform essential functions, including:

- Individuals visiting a resident receiving end-of-life care, or for other compassionate reasons.
- Government inspectors with a legislated right of entry.
- Support workers who are not staff of the home but provide essential resident services or critical home operations, such as regulated health professionals, contract workers, oxygen vendors, social workers, maintenance workers, food delivery services, and election officials.

Reference: FLTCA O. Reg. 246/22, s. 267(2)

2. Essential Caregivers

Essential Caregivers are individuals:

- **Designated by the resident or the resident's Substitute Decision-Maker (SDM)** to provide direct care to the resident.
- This care includes physical, emotional, social, or spiritual support essential to the resident's well-being. Examples: assisting with activities of daily living, decision-making, or offering companionship.

Residents or SDMs have the right to designate one or more caregivers. Caregivers are considered essential visitors with protected visiting rights under the legislation.

Reference: FLTCA O. Reg. 246/22, s. 267(1)

3. General Visitors

General Visitors are individuals who:

- Visit for **non-essential purposes**, including social visits, participating in group activities, entertainment, or touring the home.
- Are **not designated as Essential Caregivers** or classified as Essential Visitors.

General Visitors may be subject to visiting restrictions during outbreaks, public health emergencies, or at the discretion of the home's management, consistent with public health guidance.

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ENFORCEMENT

A visitor's failure to adhere to this policy may result in the suspension of visiting privileges or, where warranted, the issuance of a no-trespass order.