



ST. LAWRENCE LODGE
LONG TERM CARE HOME

SUBJECT
Visitation Policy

SECTION
Administration

POLICY NUMBER
0101-01-07

PURPOSE:

To provide an organized approach to meaningful and equitable visits while balancing the need to mitigate risks to residents, staff and visitors with the mental, physical and spiritual needs of residents for their quality of life.

VISITING HOURS:

Visiting hours will be from 9:00 am to 9:00 pm, 7 days a week. Some exceptions apply

NON-OUTBREAK:

All residents, employees and visitors have the right to be safe and secure in our Home. All residents, employees and visitors have the right to be treated with respect and dignity.

The Home asks that visitors do not interrupt Residents during meals, activities, events, and therapy or nursing/medical procedures. Some exceptions apply.

To provide a safe and healthy environment for residents, their guests and employees, St Lawrence Lodge requests visitors comply with the following and the Home thanks you for your co-operation.

- Observe visiting hours.
- Follow any instructions or restrictions posted on a resident's room door.
- Respect a resident's right to privacy. Federal and provincial law requires that long term care homes comply with strict laws to protect a person's privacy. Employees can only provide condition updates to a designated power of attorney for care or designated family member or any other person as so described in the substitute decision act hierarchy.
- Do not visit if you are sick or have an illness that could be transmitted to a resident or others.
- Limit the number of visitors to no more than 4 in a resident's room at one time and be aware of excessive noise levels; larger rooms are available for private events.
- Respect that this is a scent free home.
- Children are to be supervised at all times.
- Visiting pets must be on a leash and supervised at all times. Pets must have updated rabies and distemper shots.
- Be respectful of the property of other people and the Home.
- Upon entering the Home in winter months remove outside footwear and use inside shoes or cover feet/boots with booties supplied at the entrance.



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The following are **prohibited** in the Home:

- Any behaviour that interferes with the Home's services and activities.
- Disorderly, disruptive or violent behaviour. There is a zero tolerance for threats, threatening behaviour or acts of violence against residents, employees or other visitors of the Home. **Acts of aggression are determined based on the effect of the behaviour on the person feeling threatened, not the intention of the aggressor.**
- Taking pictures or video images, without the written consent of the person you are photographing.
- Obscene, profane or abusive language or acts.
- Intoxication or impairment.
- Smoking.
- Possession and use of street drugs and/or weapons.
- Alcohol which is provided to the residents as part of the plan of care shall not be shared, administered or distributed to visitors.
- Heat generating appliances.

Visitors who do not comply with the above will be asked to leave the Home and may be escorted off the grounds. Failure to comply with a request to leave the premises will result in the Home contacting the police.

VISITING RESIDENTS AND MEALTIMES

Residents are provided with a minimum of one hour for each meal service. Mealtimes are posted in each Resident Home Area and are subject to change.

Visitation is prohibited in dining rooms during meal service.

Visitors may dine with residents in the residents' room, or another area of the home, not in the dining room.

Staff must be monitoring and assisting residents in the dining rooms during meal service, therefore they are not available to assist visitors.

EXCEPTIONS TO VISITOR POLICY

St Lawrence Lodge recognizes that circumstances may arise and create conflict with the above visitor policy. Such circumstances include but are not limited to, acute illness, end of life, grieving, and celebrations.



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During times when visitors or residents feel the resident would benefit from visitation outside of the guidelines described above, the visitor/resident should discuss with the Assistant Director of Care (ADOC) of the Resident's home area. In the event the ADOC is not available, the Charge Nurse or designate of the Resident home area will be in charge. Residents are permitted to have visitors any time they wish, so long as the visitation is not disruptive or considered disruptive to other residents. Immediate family members or caregivers that visit their loved ones outside of the visiting hours listed above must be buzzed in by the Registered Staff.

END OF LIFE VISITATION

Every resident has the right to visit 24 hours a day during end of life. The Home will endeavor to provide overnight accommodation for visitors in need, if the resident is receiving end-of-life care. The Family Room is located on the 3rd floor. A visitor will be given a key to the room which must be returned to the 3rd floor ADOC, charge nurse or designate when no longer in use. Capacity in the family room is limited to 4 visitors.

Visitors should be aware that the family room may not be available as it is in use for another Resident's loved ones.

CELEBRATORY VISITATION

Every resident has the right to celebrate milestones with their loved ones. The Home has several areas which are private and can be reserved for celebrations. Capacity is limited based on the room requested or required.

Visitors or residents shall book a designated area at least two weeks in advance. Monday to Friday from 8:00 am to 4:00 pm contact the Senior Supervisor, Life Enrichment for booking, capacity limits and other details.

Every effort will be made to maintain the privacy of those participating in the celebration. Visitors will be permitted use of the room with the understanding that due to cognitive impairment; other residents may enter and refuse to leave. Visitors will call staff by pressing the Nurse Call button on the wall, and staff will try to assist as able to redirect the resident.

Every effort will be made to reasonably accommodate visitors 24 hours a day, 7 days a week.