

Manual	Governance Policies	POLICY & PROCEDURE
Section	Governance	
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Approved by	VP Senior Care and Clinical Services	
Date	O: Feb 2, 2024	Version Number: 1
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VISITOR POLICY

Policy Statement

The purpose of the policy outlines the procedures associated with visitation in the home.

The Home is open to residents, their family members and significant others 24 hours a day seven days a week.

The Home is open to residents, their family members and significant others 24 hours a day seven days a week. However, to ensure the safety of resident and staff, no individual other than a resident, employee or designated physician may enter the home between 9 pm and 5:30 am unless prior arrangements have been made with the Administration.

On admission the Executive Director will review with the resident and their SDM/POA/family the visitation policies of the home. As well the ED will inquire about whether there are any existing restraining orders or legal orders that would require a visitation restriction to be enforced by the home. The ED will record this information by completing the Visitation Restriction Request Form, attach a copy of the legal order and place the form in the resident health record.

The Executive Director will annually review, in writing, the list of unauthorized visitors indicated in the Visitation Restriction Request Form with the care conference.

The ED reserves the right to limit visitation to residents when there are demonstrated safety concerns.

Procedure

1. Contact the ED on call;
Request that the person wait until the ED in Charge arrives at the sign in desk.
2. In the event the person refuses to wait staff are to contact emergency police services for assistance. At no time is a staff member to put themselves in harm while preventing a person from visiting in the home.
3. In the event an unauthorized person attempts to remove a resident from the home the staff are to:
 - a. Get help from other staff in the home;
 - b. Determine if the resident is capable of providing consent to go with this person;

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- c. Get the name and relation of the person who is trying to remove the resident;
- d. Contact the SDM/POA/family contact to determine if this person may take the resident out of the home;
- e. Request that the person wait until you are able to contact the SDM/POA/Family.

If the resident is able to make their own decision:

- a. Ensure the resident is signed out of the home according to policy;
- b. Obtain a contact number for the person taking responsibility for the resident;
- c. Provide the resident with the contact information for the home.

If the SDM/POA/Family approves of the person, s/he may take the resident out:

- a. Ensure the resident is signed out of the home according to policy;
- b. Obtain a contact number for the person taking responsibility for the resident;
- c. Provide the resident with the contact information for the home.

If the SDM/POA/Family does not provide consent for the person to take the resident from the home:

- a. The Manager contacting the SDM/POA/Family will inform the person of the decision;
- b. Request that the person visit with the resident in the home (with SDM/POA/Family approval);
- c. If approval is not given for visitation then the Manager is to request the person to leave the home and if required contact emergency police services to assist.
4. In the event the person who is trying to take the resident out of the home is incapable of being responsible for the resident (either due to intoxication, dementia or past history) the ED on call is to speak with the visitor advising them that they do not have permission to take the resident out of the home. If assistance is required due to safety concerns, emergency police services are to be contacted.

Accountability / Responsibility

As described on the policy

Documentation

N/A

Forms

- [LEAD-1.34\(a\) Visitation Restriction Request Form.pdf](#)

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Infection Prevention and Control Considerations

*All residents will be cared for using Infection Prevention and Control Routine Practices and Additional Precautions as outlined in **Provincial Infectious Diseases Advisory Committee (PIDAC): Routine Practices and Additional Precautions**, Ministry of Health and Long-term Care, as per Partners Community Health (PCH) policy. All staff will perform Hand Hygiene as per PCH guidelines.*

References

Accreditation Standard/Criteria: N/A