

SUBJECT: VISITOR POLICY	POLICY # HOME-03-27
CATEGORY: HOME	ISSUED/APPROVED June 1, 2022
POLICY APPLIES TO: ALL VISITORS	REVISED/REVIEWED: May 19, 2026
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POLICY

Cassellholme will make every effort, while maintaining the safety of all residents, visitors, and staff, to ensure adequate time and space for meaningful visits between residents and their visitors. Residents' differing needs for what is required for meaningful visits should be accounted for in determining appropriate frequency and visit times, as well as the number of visitors at one time.

As part of our ongoing efforts to keep residents safe, Cassellholme will monitor current visiting practices to ensure they reflect infection control best practices for themselves, residents, and families.

PURPOSE

The objective of a Visitor Policy is to define the types of visitor parameters, requirements, training and procedures with respect to visiting at Cassellholme.

TYPES OF VISITORS:

Essential Caregivers (ECG) - any person 16 years of age or older (4 per resident) whom the resident and/or substitute decision maker identifies in writing as their essential caregiver. These individuals actively and regularly participate in providing care and may support feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making. Essential caregivers are allowed in the home during an outbreak or when the resident they are visiting, has failed the screening, is symptomatic or in isolation.

The process for substituting caregivers is permitted monthly (on the 1st of the month) and is limited to 6 substitutions per year.

Support Worker – any person who visits a resident to provide support to the critical operations of the home or to provide essential services to residents.

End of Life Visitor – any person visiting a very ill resident for compassionate reasons including, but not limited to, hospice services or end of life care. A maximum of 3 end of life visitors will be permitted in a resident's room at any given time. Additional end of life visitors will be asked to gather in a non-resident area. Gathering areas will be designated, providing space is available. End of life to be determined by Medical Director.

Essential Inspector – any persons with statutory rights to enter a long-term care home.

OUTBREAK

All Essential Caregivers will be permitted to enter Cassellholme during an outbreak.

VISITING HOURS:

9:30am to 8:00pm

Subject to change during outbreak and/or other mitigating circumstances

General Visitor – any family or friends who visit for social reasons. Their time with the resident is discretionary and short-term. They are not involved in the care of the resident.

General Visitors will not be permitted to enter Cassellholme during an outbreak

VISITOR LOG

All visitors must sign in before entering Cassellholme. Visitors will be required to indicate the date and time, and whom they are visiting while in Cassellholme.

SUSPENDING OR ENDING VISITS:

Cassellholme has the discretion to end a visit or prohibit a visit (including caregivers) from visiting in response to related and flagrant non-compliance with a home's visitor policy and where a visitor's behaviour may impact Cassellholme's ability to ensure a safe and secure home.

In exercising discretion, before ending a visit or prohibiting access by a visitor, Cassellholme will consider the number of non-compliance incidents, severity, frequency, impact and impact that discontinuing visits could have to the resident. A record of all non-compliance will be shared with the resident and Family Navigator who will consult with the Resident and Family Council.

TRAINING

This policy will be posted on Cassellholme's website, provided to residents and families upon admission, and available at the entrance door of Cassellholme.

EVALUATION