



SUBJECT:	General Visitor Policy	POLICY #:	I-B-121.00
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MANUAL:	Administration	REFERENCES:	
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Policy Objective

The Osgoode Care Centre welcomes general visitors. This policy sets out our guiding principles and practices to ensure visits support the emotional well-being and safety of our residents.

Guiding Principles

This General Visitor policy is guided by the following principles:

- **Equality:** All residents may receive visitors, consistent with their preferences and within reasonable restrictions to protect their safety and mental health, as well as those of other residents, visitors and staff.
- **Access:** Visitors enjoy unsupervised access during visitors' hours subject to compliance with external health directives and internal health and safety protocols.
- **Compliance:** Minister's Directives and Public Health guidelines will prevail with respect to visitor access and protocols.

Definition of General Visitor

A General Visitor comes to Osgoode Care to socialize with a resident (or group of residents), or provide non-essential care that supports increased socialization and engagement. A General Visitor does not provide essential services or direct care.

A General Visitor includes:

- Family and friends of the resident
- Entertainers, community and school groups
- Pet visitation program providers
- Prospective residents and their families or caregivers i.e. tours

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General Visitor Hours

General visitors do not have to make an appointment to visit an Osgoode Care Centre resident (unless during exceptional circumstances such as outbreaks and pandemics when certain restrictions and pre-arranged scheduling may be necessary).

General visitor hours are every day, seven days a week, from 8:00 a.m. to 7:00 p.m. Visits outside of these hours are permitted when a resident is at end-of-life or very ill condition. There are no time limits for visits.

General Visitor Protocols

- Visitors under 14 years of age must be accompanied by an adult.
- Visitors must enter their name, date of visit, and name of the resident they are visiting in the Visitor Log Book upon entry.
- Visitors must follow public health measures which may include health screening, protective equipment, and health and safety practices. These may change from time-to-time and up-to-date protocols will be posted at the front door as well as on Osgoode Care Centre's website.
- Visitors may visit any area of the home excluding the dining areas during meal times.
- Visitors may eat lunch or dinner with their loved one, subject to a fee.
- Any limitations regarding the number of visitors to the home are subject to any applicable directives, orders, advice or recommendations issued by the Chief Medical Officer of Health or the local public health unit.

Osgoode Care Responsibilities

- Osgoode Care Centre reserves the right to ask visitors to leave the premises if they do not respect health and safety procedures.
- Up-to-date health and safety visitor protocols are posted at the Osgoode Care Centre entrance and website.
- A Visitor Log Book is maintained with visitors' names for a minimum of the past thirty days.
- The Visitor Policy is reviewed on an annual basis in consultation with the Resident Council and Family Council, and updated as appropriate.

Related Policies

I-B-120.00 Essential Caregiver Policy