

MAPLEWOOD NURSING HOMES LTD.

Administration Department Manual ADM-II-145

Section: 02. Administration	Subject: Visitor Policy	Page: 1 of 6
		Approved Date: June 24, 2026

Purpose

To support residents' rights to receive visitors of their choice and maintain meaningful relationships while promoting the safety, privacy, dignity, and well-being of residents, staff, and visitors at Cedarwood Village.

Policy

Cedarwood Village shall support safe, resident-centred visitor access in accordance with the *Fixing Long-Term Care Act, 2021*, Ontario Regulation 246/22, the Residents' Bill of Rights, and applicable directives, orders, guidance, advice, or recommendations issued by the Chief Medical Officer of Health or a medical officer of health under the *Health Protection and Promotion Act*.

Residents have the right to receive visitors of their choice, communicate privately with persons of their choice, and have family and friends present 24 hours per day when they are dying or very ill, subject to applicable laws, infection prevention and control requirements, safety requirements, and the rights and well-being of other residents.

Cedarwood Village shall maintain a written visitor policy that addresses visitor access during non-outbreak situations and during an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic, or a pandemic.

Scope

This policy applies to all visitors entering Cedarwood Village, including caregivers, essential visitors, general visitors, support workers, persons visiting for compassionate reasons, and government inspectors with a statutory right of entry.

This policy does not apply to staff, volunteers, students, or contracted service providers whose access is managed through separate employment, placement,

volunteer, contractor, orientation, or onboarding processes, unless they are entering Cedarwood Village in the role of a visitor.

Definitions

Caregiver: has the same meaning as in Ontario Regulation 246/22 under the *Fixing Long-Term Care Act, 2021*.

Emergency: has the same meaning as in Ontario Regulation 246/22, s. 267.

Essential Visitor: has the same meaning as in Ontario Regulation 246/22, s. 267, and includes caregivers, support workers, persons visiting a very ill resident for compassionate reasons, and government inspectors with a statutory right of entry.

General Visitor: for the purposes of this policy, a visitor who is not an essential visitor.

Responsibilities

Administrator

The Administrator shall:

- ensure this policy is implemented and maintained
- ensure the current version of this policy is made available as required
- review situations where visitor access may need to be limited, restricted, or ended due to safety, conduct, infection prevention and control, or legal requirements

Director of Care

The Director of Care shall:

- support implementation of this policy in resident care areas
- support staff in responding to visitor concerns, caregiver access issues, and resident-specific visiting needs
- consult with the Administrator or designate where visitor access concerns require further review

IPAC Lead

The IPAC Lead shall:

- provide guidance related to infection prevention and control requirements for visitors

- support visitor communication related to hand hygiene, masking, personal protective equipment (PPE), Additional Precautions, outbreak measures, and increased infection risk
- consult with the local Public Health Unit (PHU), where required

Registered Staff

Registered Staff shall:

- support safe visitor access in resident care areas
- communicate resident-specific precautions to visitors, where appropriate
- direct visitors to follow posted signage, hand hygiene, masking, PPE, and Additional Precautions
- escalate visitor concerns to the Director of Care, Administrator, IPAC Lead, or designate, as appropriate

All Staff

All staff shall support resident rights related to visitors, treat visitors respectfully, provide direction where needed, and report visitor concerns that may affect resident safety, privacy, infection prevention and control, or the safety of others.

Visitors

Visitors shall follow Cedarwood Village visitor expectations, sign in and out using the visitor sign-in process in place, provide required visitor log information, follow staff direction and posted signage, respect resident privacy, and avoid visiting when ill unless a compassionate or end-of-life exception applies and appropriate precautions are followed.

Standards

Visitor Access During Non-Outbreak Situations

Cedarwood Village shall support visitor access during non-outbreak situations in a manner that is resident-centred, safe, and respectful of the shared living environment.

Visitors shall:

- sign in and sign out using the visitor sign-in process in place
- provide required visitor log information
- follow posted signage and staff direction
- clean their hands when entering and leaving Cedarwood Village and when entering and leaving resident care areas

- avoid visiting when ill or experiencing symptoms of a contagious illness, unless a compassionate or end-of-life exception applies and appropriate precautions are followed
- respect resident privacy and the privacy of other residents
- follow any masking, PPE, Additional Precautions, or infection prevention and control requirements in place at the time of the visit
- refrain from interfering with resident care, staff duties, emergency response, or the rights and safety of others

Visits may occur in the resident's room, designated visiting areas, outdoor areas, or other appropriate areas, based on the resident's wishes, privacy, care needs, infection prevention and control requirements, and the rights of other residents.

Residents may decline a visit at any time. Staff shall support the resident's choice and privacy where a resident does not wish to receive a visitor.

Caregiver Designation

Residents, or their substitute decision-maker with authority to give that designation, if any, may designate one or more caregivers in accordance with Ontario Regulation 246/22.

The caregiver designation process shall include:

- identifying the caregiver designated by the resident or substitute decision-maker, where legally authorized
- documenting and keeping a written record of the caregiver designation
- documenting and keeping a written record of parent or legal guardian approval where an individual under 16 years of age is designated as a caregiver
- updating the caregiver designation record when Cedarwood Village is informed of a change

Caregivers shall comply with Cedarwood Village visitor expectations, infection prevention and control requirements, and applicable legal and public health requirements.

Visitor Logs

Cedarwood Village shall maintain visitor logs for a minimum of 30 days.

Visitor logs may be maintained electronically through the visitor kiosk or through another visitor sign-in process used by Cedarwood Village.

Visitor logs shall include, at minimum:

- the visitor's name and contact information
- the time and date of the visit
- the name of the resident visited

Visitor log information may be used to support safety, security, emergency response, outbreak management, Public Health follow-up, and contact tracing where required

Visitor Access During Outbreaks, Epidemics, Pandemics, or Emergencies

During an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic, a pandemic, another emergency, or a period of increased infection risk, Cedarwood Village may implement additional visitor measures based on applicable laws, Public Health direction, Ministry of Long-Term Care (MLTC) direction, resident safety, and infection prevention and control risk.

Additional measures may include:

- enhanced visitor screening or entry requirements
- masking or PPE requirements
- limiting the number of visitors at one time
- limiting visiting locations
- limiting visitor movement within Cedarwood Village
- restricting visits to an affected floor, area, or resident room
- limiting or postponing general visits where required
- limiting visitor participation in group activities or communal dining
- providing additional visitor education or direction
- requiring visitors to follow Additional Precautions, outbreak signage, or staff direction

Essential visitors shall continue to have access to Cedarwood Village during an outbreak of a communicable disease, an outbreak of a disease of public health significance, an epidemic, a pandemic, or another emergency, subject to applicable laws.

General visitor access may be modified, limited, or temporarily restricted where required to protect residents, staff, visitors, or the broader Cedarwood Village community.

Residents who are very ill, dying, or receiving end-of-life care shall be supported to receive visits from family, friends, caregivers, and persons of importance to the

resident in accordance with the Residents' Bill of Rights and applicable safety requirements.

Non-Adherence to Visitor Requirements

Cedarwood Village shall use a respectful, progressive, and least restrictive approach when responding to visitor non-adherence.

Where a visitor does not follow Cedarwood Village visitor requirements, staff shall provide education, clarification, and direction where appropriate.

Where a visitor's conduct creates a safety risk, infection prevention and control risk, privacy concern, disruption to resident care, or risk to residents, staff, or other visitors, Cedarwood Village may take further action, including ending a visit or temporarily restricting visitor access where necessary and justified.

Visitor restrictions shall not be used to interfere with a resident's right to receive visitors of their choice, receive caregiver support, raise concerns, make complaints, or communicate with persons of their choice.

Policy Availability

Cedarwood Village shall make the current version of this policy available in accordance with the *Fixing Long-Term Care Act, 2021* and Ontario Regulation 246/22.

This includes making the current version available through the resident information package, posted and communicated information in Cedarwood Village, Cedarwood Village's public website, and providing it to Residents' Council and Family Council, if any, as required.

References

Government of Ontario. (2021). Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1. <https://www.ontario.ca/laws/statute/21f39>

Government of Ontario. (1990). Health Protection and Promotion Act, R.S.O. 1990, c. H.7. <https://www.ontario.ca/laws/statute/90h07>

Government of Ontario. (2022). Ontario Regulation 246/22: General under the Fixing Long-Term Care Act, 2021. <https://www.ontario.ca/laws/regulation/220246>