

GOOD SHEPHERD POLICY MANUAL

PROGRAM: Emmanuel House Hospice

NUMBER: EH 1.13

TOPIC: Visiting policy

MATERIALS REQUIRED: sign in book

PURPOSE:

To clearly outline the expectations and process for visitors to Emmanuel House Hospice

POLICY:

Emmanuel House acknowledges the importance of visitors and maintaining personal and social connections for residents. Residents are able to have visitors 24/7. While also honouring the wishes of our residents, this may result in restricted visits, as per resident/POA/SDM request. Visitors must be compliant with the expectations put in place for the comfort and health and safety of their loved one, other residents, staff and other guests.

Visitors may be asked to leave the Hospice by staff should there be a breach of expectations that cannot be solved through conversation or there is a threat to the health and safety of anyone on the premises. These situations will be brought to the attention of the most responsible Manager or designate.

1.0 PROCEDURE

Visitors are welcome at any time except for honouring a resident's/POA/SDM request to restrict visitors.

There is no limit to the number of visitors at one time. however, it is helpful to stagger visits to allow for least amount of disruption for all residents and their visitors.

All visitors must be mindful of the setting and be respectful of others in the hospice.

When visiting guests are required to sign in and out using the guest book located at the front entry for safety purposes.

When parking in the parking lot of the hospice, guests are required to display a tag on their dash provided in reception at the hospice indicating the room number they are visiting. Guests must also agree to moving their vehicle as needed.

Our front door to the vestibule is locked from 10:00pm – 6:00am every night. Visitors may still come and go during these hours. Visitors arriving during this time should phone 905-308-8401 on arrival, and a staff member will come and unlock the door.

Residents are allowed to have visitors stay overnight at their/POA/SDM request. Visitors should inform staff if they are wishing to stay overnight so a cot or sleeper chair and bedding can be provided (one cot/sleeper chair can safely be accommodated per resident room).

We appreciate advanced notice for outdoor visits. This can be arranged by reaching out in person or by phone to the nurse on duty for residents requiring assistance transferring to a wheelchair. This allows staff to have the resident ready in time for their visit.

Visitors may access the snack station located on the first floor 24/7 for light refreshments. The kitchen is public health monitored; visitors must request assistance should they need anything from that space.

Visitors are encouraged to bring homecooked or special foods/drinks for their loved one. Please check with their care team prior to giving food/drink to ensure safety of the resident as their abilities may change over time.

The hospice is a mask friendly environment. Masks are optional for everyone inside the Hospice, unless otherwise required due to IPAC practices, requested by a resident or advised by Good Shepherd Centres or Public Health orders. /staff. Should personal protective equipment (PPE) be required in a resident room, signs will be posted and supplies made available.

Note: If a resident is on IPAC precautions, or if the hospice is in an outbreak status, staff & visitors are required to comply with personal protective equipment (PPE) requirements, including masking as directed by Emmanuel House policies/management and the local public health unit.

Visitors who have a respiratory illness or test positive for COVID-19 should: Avoid visits to the hospice when possible. When visits cannot be avoided, guests must wear a medical mask (provided by the hospice) and maintain physical distancing for 10 days after symptom onset or positive test (whichever comes first). Notify the hospice of your illness or positive test.

Virtual visits can be arranged by contacting the hospice nurses or spiritual care coordinator.

Our visiting policy may change at any time, and limitations may be placed on visits at the discretion of Emmanuel House Hospice management, in accordance with changing provincial public health guidelines.

2.0 DOCUMENTATION

Current public health requirements for the facility.

Parking policy

Kitchen and snack station policies

3.0 REFERENCE SOURCES

APPROVED BY:	Director of Hospice and Palliative Care
EFFECTIVE DATE:	March 18 2025
LAST REVIEW DATE:	March 18 2025
SUPERCEDES:	