

**VISITOR POLICY**  
**RC-02-01-06**

Visitor Policy (RC-02-01-06) in volume 1 of the Resident Care Manual has been revised to include Ontario requirement for visitor access to the policy as outlined in *Fixing Long-Term Care Act, 2021*.

**Effective Date: Immediate**

Updates reflected in transmittal include:

- **Policy Manual Update & Implementation Tracking Sheet** – Table information (dates) updated with revisions that pertain to this transmittal.
- **Visitor Policy, RC-02-01-06** – Reflects update to required documents’ section, addition of Administrator/designate procedure to Ontario subsection and addition of General Visitor definition to the definitions’ section.

Subsequent to this update please note the retirement of the following policies from the Covid Resource Guidelines for LTC:

- CRG-01 COVID-19 On-Site Visitation Strategy
- CRG-01-ON Visitor Policy (incl. Extendicare Visitor Education Pkg)

Please note the following instructions:

**TRANSMITTAL NOTICE INSTRUCTIONS**

<b>REMOVE</b>	<b>From COVID Resource Guidelines</b>	<b>Version Date</b>
1.	CRG-01 COVID-19 On-Site Visitation Strategy	September 2021
2.	CRG-01-ON Visitor Policy (incl. Extendicare Visitor Education Pkg)	July 2021

<b>REMOVE</b>	<b>From Resident Care Manual, Volume 1</b>	<b>Version Date</b>
1.	Policy Manual Update & Implementation Tracking Sheet	n/a
2.	Visitor Policy, RC-02-01-06	April 2022

<b>IMPLEMENT</b>	<b>Into Resident Care Manual, Volume 1</b>	<b>Version Date</b>	<b>#Pages</b>
1.	Policy Manual Update & Implementation Tracking Sheet	n/a	8
2.	Visitor Policy, RC-02-01-06	June 2022	4

*#pages include blank/separating pages*

**ACTION ITEMS**

- **PRINT THIS TRANSMITTAL IN FULL.**
- Remove and shred the items as listed in the ‘Remove’ table above from Volume 1 of the Resident Care Manual.
- Replace the removed items with the item listed in the ‘Implement’ table into Volume 1 of the Resident Care Manual.
- Ensure all relevant staff know the location of the Resident Care Manual, and how to access it and its forms/appendices on Flow (or Member’s Only Policy website, if applicable).

[policy@extendicare.com](mailto:policy@extendicare.com)

FOR THE LATEST VERSION OF ANY POLICY ALWAYS REFER TO [FLOW](#) OR [MEMBERS’ ONLY WEBSITE](#). ANY GAPS IDENTIFIED IN POLICIES SHOULD BE SUBMITTED ON A [POLICY REVISION REQUEST FORM \(FLOW\)](#) OR [POLICY REVISION REQUEST FORM \(Members’ Only Website\)](#)



**POLICY**  
**TRANSMITTAL**  
**NOTICE**

TRANSMITTAL #: NH22-13-0627  
TRANSMITTAL DATE: Jun. 27, 2022  
EFFECTIVE DATE: Immediate

---

## POLICY REVISION – Resident Care Manual, Volume 1

- Update information pertaining to this manual and its policies in all home materials, including orientation packages, external contractor, resident and family information packages, etc.
- Keep a file or binder containing this and all policy transmittals for future reference.
- **Inform/educate employees, volunteers, resident and family councils, and any other persons as warranted.**

***Please note:***

- For homes with (an) existing hardcopy manual(s), follow the instructions/action items on this transmittal to keep your manual(s) in compliance.
- Electronic versions of the manual on FLOW and MOW (Members' Only Website) have now been updated with updates noted in this transmittal.
- Hardcopy versions of the Resident Care Manual, available through [DCMFLEX](#)/Print On Demand Portal, **will not be** updated at this time, thus purchasing is not mandatory/required.
- **Printing policies:** When a hardcopy of a policy is required, access the electronic manual version **ONLY** to ensure that you are sourcing and printing its latest version.

[policy@extendicare.com](mailto:policy@extendicare.com)

FOR THE LATEST VERSION OF ANY POLICY ALWAYS REFER TO [FLOW](#) OR [MEMBERS' ONLY WEBSITE](#). ANY GAPS IDENTIFIED IN POLICIES SHOULD BE SUBMITTED ON A [POLICY REVISION REQUEST FORM](#) (FLOW) OR [POLICY REVISION REQUEST FORM](#) (Members' Only Website)

## Visitor Policy

---

- c. provides one or more forms of support or assistance to meet the needs of the resident, including providing direct physical support such as activities of daily living or providing social, spiritual or emotional support, whether on a paid or unpaid basis,
- d. is designated by the resident or the resident's substitute decision-maker with authority to give that designation, if any, and
- e. in the case of an individual under 16 years of age, has approval from a parent or legal guardian to be designated as a caregiver.

### GENERAL VISITOR

A general visitor is a person who is not an essential visitor and is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. General visitors include those persons visiting for social reasons as well as visitors providing non-essential services such as personal care services, entertainment, or individuals touring the home. Homes should prioritize the mental and emotional well-being of residents and strive to be as accommodating as possible when scheduling visits with general visitors.

---



Accessible Canada Act, SC 2019, c 10

<https://laws-lois.justice.gc.ca/eng/acts/A-0.6/>

Accessibility for Ontarians with Disabilities Act

<https://www.ontario.ca/laws/statute/05a11>

Ontario Ministry of Health and Long-Term Care

<http://www.health.gov.on.ca/en/>

Ontario Fixing Long-Term Care Act, 2021

<https://www.ontario.ca/laws/statute/21f39>

Ontario Regulation 246/22 made under the Fixing Long-Term Care Act, 2021

<https://www.ontario.ca/laws/regulation/r22246>

Alberta Health Services

<http://www.albertahealthservices.ca/>

Alberta Continuing Care Accommodation and Health Service Standards

<https://www.alberta.ca/continuing-care-accommodation-and-health-service-standards.aspx>

The Accessibility for Manitobans Act, C.C.S.M. c. A1.7

<https://web2.gov.mb.ca/laws/statutes/ccsm/a001-7e.php>

Manitoba Health, Seniors and Active Living

<http://www.gov.mb.ca/health/>

Manitoba Health Services Insurance Act, RSM 1987, c. H35

<https://web2.gov.mb.ca/laws/statutes/ccsm/h035e.php>

Manitoba Personal Care Homes Standards Regulation, 2005

[https://web2.gov.mb.ca/laws/regs/current/\\_pdf-regs.php?reg=30/2005](https://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=30/2005)

*Extendicare's Intranet is the official source of current approved policies, procedures, best practices and directives.*