

**CORPORATE POLICY & PROCEDURE
WELCOMING VISITORS AT THE ROYAL
ROHCG
CORP X-ii – 130**

WELCOMING VISITORS AT THE ROYAL			
SECTION: X-ii Patient Care –Patient Care Procedures		NO:130	
Issued By:	VP PCS, Professional Practice & Chief Nursing Executive	APPROVAL DATES :	
Approved by:	Board of Trustees	Date Initially Approved: 16/12/2009	
		Date Reviewed: 27/05/2015	
		Date Revised: 27/05/2015, 03/05/2016, 27/03/2019, 17/08/2020	
		Date Implemented: 01/10/2010, 15/07/2015, 01/07/2016	
Key Words:	Visitors, Family Visits, Partners in Care	Cross Reference(s)	CORP XI 140 Therapy and Service Animals, CORP XI 210 Hand Hygiene, CORP IV 110 Prevention & Management of Violence in the Workplace, CORP V 100 Harassment-Free Workplace, CORP X-ii 150 Searching Inpatients, Visitors and Their Property, CORP IV-I 240 Scent Free Environment, STU SOP Visitors,

1. PURPOSE:

To support the presence of visitors as partners in care at the Royal Ottawa Health Care Group (ROHCG/The Royal).

2. POLICY STATEMENT:

The Client and Family Advisory Councils are committed to collaborate with The Royal care team(s) for high standards of compassionate care and positive client and family experiences. This policy recognizes the important role care partners, families and friends play in the care, quality of life and well-being of clients/residents/patients and concern for safety of all Royal clients/residents/patients, visitors and staff. To that end, The Royal encourages visits from family and anyone identified by the clients/residents/patients as a support at any time during an inpatient stay.

3. SCOPE:

This policy applies to inpatient areas at The Royal excluding the Secure Treatment Unit and the Integrated Forensic Units, which follow unit specific protocols.

4. GUIDING PRINCIPLES:

The Royal recognizes the importance of visitors to foster recovery and the client/patient's sense of wellbeing. Visiting hours are flexible and open - there are no prescribed hours. The Royal will make efforts to facilitate virtual connections when possible.

Should visitors be contraindicated, given a client/patient's condition or at the request of the client/patient, the limitation on visitors will be planned by the inter-professional care

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team in collaboration with the client/patient and documented in the Electronic Health Record (EHR).

Visiting may be interrupted for the provision of care. Visiting may be restricted at the discretion of the President and CEO/delegate if there is a unit-wide, facility-wide or community event that introduces a risk to identified patients, visitors or staff (e.g. outbreak, emergency code). Any restrictions will be communicated via our internal intranet site as well as being posted on our external website.

5. DEFINITIONS:

Visitor: includes any person identified by the patient (or substitute decision maker) as important in his/her life.

6. PROCEDURE:

6.1 All visitors are to check in at the unit care desk prior to proceeding to the individual client/patient room/visiting lounge. Staff will inform visitors of any hazards/precautions on the unit for the safety of all. All items brought into the facility by visitors, may be checked by staff before they are allowed to be brought into the unit. The number of visitors at one time will be assessed according to individual needs. Visits of more than two people may be accommodated through collaboration with the client/patient and the inter-professional care team.

6.2 Any decision regarding visitors will be made collaboratively by the Interprofessional Care Team with the client/patient or substitute decision maker and documented in the EHR. Clients/Patients have the right to refuse visitors and if so visitors will not be permitted on the unit or on the premises unless they have other business at The Royal.

6.3 Alternative visiting (e.g. pet visitors and/or animal-assisted therapy) must be pre-arranged with the inter-professional care team in advance of the visit.

6.4 Visitors are expected to self-declare if they are feeling unwell, have an infection, have symptoms of respiratory illness, symptoms of flu-like illnesses, or symptoms of other communicable diseases are not permitted to visit. Visitors must perform hand hygiene with soap and water or alcohol based hand rub before and after visiting a patient unit.

6.5 All clients/patients, staff and visitors are encouraged to use unscented/low scented personal products while within ROHCG facilities.

6.6 Visiting children under 16 years must be directly supervised by an adult, who is not the client/patient.

6.7 The Royal will not tolerate racism, verbal abuse, aggression and/or physical violence and these are grounds for immediate removal from the premises. As well weapons, contraband and/or illicit items are not permitted on site. Security will be contacted if visitors fail to leave the premises when requested.

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6.8 Accessibility: Visitors who require accommodation are recommended to review The Royal's external website for information on The Royal's Accessibility program prior to visiting.

7. RELATED PRACTICES AND/OR LEGISLATIONS:

Ontario OH&S Act and Regulations

Ontario Human Rights Code

Accessibility for All Ontarians with Disabilities Act (AODA)

Health Care Consent Act, 1996

Personal Health Information Protection Act, S.O. 2004, c. 3, Sched. A

Regulated Health Care Professions Act, 1991, S.O. 1991, c. 18

8. REFERENCES:

Patient – Visiting Support Principles - Quinte Healthcare (2013)