



# **GUIDELINES FOR VISITORS**

**H.J. McFarland Memorial Home believes the presence of family, friends and the community are important components of a high quality of life for those residing in a Long-Term Care Home. We have established guidelines to facilitate this involvement in order to protect residents, employees, visitors and the community's right to privacy and confidentiality. These guidelines demonstrate our commitment to advocating for our resident's right to be cared for and visited, as well as promoting a safe and healthy work environment for our employees. Kindly adhere to the following guidelines when visiting H. J. McFarland Home.**

## **When planning a visit:**

- Please do not visit the Home if you feel sick, unwell or have symptoms of a cough, cold, fever, stomach virus (e.g. diarrhea, vomiting, coughing), or any other contagious condition.
- Visitors are expected to abide by the Home's established policies and procedures, and any other applicable communication or legislation.
- Visitors are encouraged to refrain from wearing scented products. This is a 'scent-free' Home.
- Visitors who are legally prohibited from contacting a resident are not permitted to visit.

## **When visiting the home:**

- All visitors must sign in upon arrival to, and exit from, the Home.
- Please use available parking spots. Do not use reserved parking spots. The driveway in front of the Home can be used for pick up/drop off (no standing or parking) and must be available at all times for emergency vehicles (ambulance/fire).
- Visitors are asked to be respectful towards all residents, staff, and other visitors.
- Visitors are asked to be respectful of the goods and property of others.
- Visitors to the home are welcome to visit with the resident in the Resident Home Area where they reside, or common public areas, and must stay with the resident at all times while in any area of the Home.
- All visitors must sign out/in the resident, in the 'resident sign-out book' provided on the wall at the front office, when leaving the building with a resident. A registered staff member must also be advised. Do not let residents follow you out of the exit doors unless attended. If unsure whether a resident is able to go outside, please ask a staff member first before allowing them out.
- Non-family members are not permitted to visit a resident in a private room unless expressly invited by that resident or family.
- Visitors are expected to respect the rights of all residents and families, including not monopolizing common spaces within Resident Home Areas. Resident's Rights are posted in the hallway across from the first floor dining room.

- Visitors are not permitted in non-resident areas. This includes, but is not limited to, nursing stations, staff rooms, conference rooms, storage rooms, utility rooms, and home service areas such as laundry and receiving.
- Children must be supervised by a responsible adult at all times.
- Pets must be leashed, well-mannered and have updated rabies, distemper and other commonly required vaccinations. Supporting documentation will be requested by our Resident Quality Supervisor.
- During winter months, visitors are asked to take extra care to ensure they have removed excess snow from clothing and footwear; resulting in puddles on our floors, which could become a slipping hazard.

### **Health and Safety**

- Regular cleaning of hands reduces the spread of infection. Please clean your hands frequently when visiting. Cover coughs or sneezes with tissue or crook of arm. Please refrain from touching your face. Hand sanitizers are readily available throughout the Home and at the front door. Please use them.
- If Infection Control Precaution signage is posted (which means we have an 'outbreak' of something contagious), please do not visit, but if you must, check with the nursing staff for further direction prior to entering a resident's room.
- Should the Home experience an 'outbreak', visitors are expected to respect the restrictions that may be put into effect in consultation with Public Health.
- Follow staff instruction in the event of any emergency (fire/evacuation).
- Visitors are to refrain from providing personal care to residents for which knowledge, education, and certification may be required. Do not bring in medications and leave in a resident room. Do not administer medications to any resident in this Home. All medications for residents are to be given to a registered staff member.

### **Privacy**

- The privacy of all residents, staff and other visitors must always be respected.
- Home staff/employees are only able to provide updates on a Resident's personal health status/anything pertaining to the resident to the resident or Power of Attorney (POA) or with written consent from the POA or resident.
- Visitors, including family, must not take pictures, voice or video recordings of any visitors, staff or other visitors without the express consent of the individuals involved.
- Visitors will be requested to leave a resident's room when care is being provided to a resident.
- All visitors, including family and substitution decision makers/POA's, wishing to video or use others forms of electronic surveillance of a resident, must advise the Home's Administrator and follow the Home's guidelines on privacy requirements.

### **Other**

- Food and fluids are available for resident consumption only. Family meals with residents can be purchased and arranged by the Administration Office/Kitchen in advance. You may also feel free to speak with the Administration Office/Kitchen if you wish to book the Family Dining Room for family functions/meals.
- Supplies and equipment within the Home are not available for use by visitors without the express permission of the Home.
- Smoking is prohibited inside the Home and only permitted nine (9) metres away from any entrance/exit.
- Possession and use of street drugs and/or weapons is strictly prohibited.

**Unacceptable behaviour on the part of any visitor, such as loud and disruptive behaviour, verbal abuse, physical abuse, violence, interference with the care of a resident, and infringement of the 'Guidelines for Visitors' will not be tolerated, and may result in visiting restrictions, prohibited visits or legal action.**

**You may contact the Administrator at any time at: 613-476-2138 ext. 132**



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**225**  
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