

KNOLLCREST LODGE		POLICY & PROCEDURE	
Department: NURSING		Category:	Approval: CEO, DRC
Subject: Visitor Policy			
Effective Date: April 2023		Revision Date(s):	Page 1 of 1

POLICY:

It is the policy of Knollcrest Lodge to welcome visitors at various times of the day and in circumstances that respect and promote the wellbeing of residents.

PURPOSE:

Social interaction is a good thing for residents in most cases and Knollcrest is eager to support the right of our residents (see Resident Rights in FLTCA s. 6, 7) to have visitors and to encourage visiting.

Visitors to Knollcrest are our guests and are allowed on the property only with the permission of Knollcrest management. From time-to-time it may be necessary to remind a visitor of this legal reality.

PROCEDURE:

Procedure

1. Regular visiting hours are between 8:00 a.m. and 8:30 p.m.
2. Visiting is permitted at other hours where circumstances make this appropriate, as in situations where a resident has a personal or health emergency or is at end-of-life. The Charge Nurse will be made aware of any requests to visit outside of regular visiting hours and will approve the request unless there is a compelling reason to withhold approval.
3. Unless otherwise specified (and as directed by Public Health or MOHLTC), visitors will “self-screen” at Knollcrest’s entrance. Those who have symptoms of being unwell – particularly symptoms of a cold, or flu, or COVID – will refrain visiting until they are no longer symptomatic.
4. Visitors will conduct themselves with courtesy and respect towards everyone they encounter while visiting Knollcrest. Those who do not do so will be asked to comply and, should they continue in non-compliance, they will be required to end the visit and leave the building.
5. Visitors who take a resident off-site will sign the resident Out when leaving and sign the resident In upon returning.
6. Visitors will comply with all relevant Knollcrest policies related to resident care and operation of the facilities.
7. In case of a fire emergency, visitors are directed to evacuate the fire area immediately.