

**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	
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Key Words:	Visitors, Family Visits, Partners in Care	Cross Reference(s)	CORP XI 140 Animal Visitation, CORP XI 210 Hand Hygiene, CORP IV 110 Prevention & Management of Violence in the Workplace, CORP X-ii 150 Searching Inpatients, Visitors and Their Property, CORP IV-I 240 Scent Free Environment

1. PURPOSE:

To support the presence of visitors, including family members and support people, as partners in care at the Royal Ottawa Health Care Group (ROHCG/The Royal).

2. POLICY STATEMENT:

The Royal is committed to patient and family centered care, positive health outcomes and the safety and security of patients, their families, our staff and our community. To that end, The Royal encourages visits from family and anyone identified by the patient as a support at any time during an inpatient stay.

3. SCOPE:

This policy applies to inpatient areas at The Royal.

4. GUIDING PRINCIPLES:

The Royal welcomes visitors to foster recovery and the patient’s sense of wellbeing. Visiting hours are flexible and open and there are no prescribed hours. Should visitors be contraindicated given a patient’s condition, the limitation on visitors will be planned by the inter-professional care team in collaboration with the patient and documented on the care plan.

Visiting may be interrupted for the provision of patient care. Visiting may be restricted at the discretion of the President and CEO or delegate if there is a unit-wide, hospital-wide or community event that introduces a risk to identified risk to 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.

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5. DEFINITIONS:

Visitor: Visitor/Patient Support 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 patient room/visiting lounge. Staff will inform visitors of any hazards/precautions on the unit at this time. 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 patient needs. Visits of more than 2 people may be accommodated through collaboration with the patient and the inter-professional care team.

6.2 Patients have the right to receive visitors unless their inter-professional care team has noted visitors to be contraindicated for effective patient care. This decision must be made collaboratively with the patient or substitute decision maker and documented on the care plan. Patients also 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 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 patient.

6.7 The Royal will not tolerate violence perpetrated by visitors, weapons, contraband, illicit or unsafe behaviour. Security will be contacted if visitors fail to leave the premises when asked or at discretion of staff if needed.

6.8 Forensic Services: All visitors must identify themselves to the control room staff (BMHC– B2, ROMHC–entrance to unit) prior to entering the unit(s). Visiting periods are usually limited to one hour (unless otherwise approved). All items brought into the facility by visitors will be checked by staff before they are allowed to be brought into the unit.

6.9 Secure Treatment Unit: Patients are allowed two non-contact visits/week (excluding legal counsel, probation officer, etc.). Contact visits are by appointment only and must

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be pre-approved by the Ministry of Community Safety and Correctional Services (MCSCS).

6.10 Accessibility: Visitors who might require accommodation are recommended to review our 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)

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