

## Guiding Principles

Under the *Fixing Long-Term Care Act, 2021*, residents have a right to receive visitors. At a minimum, residents are permitted to have four indoor visitors (combination of caregivers/ visitors) at a time.

There is an ongoing need to protect long-term care home residents and staff from the risk of COVID-19, particularly as residents are more susceptible to infection from COVID-19 than the general population due to their age and medical conditions.

At Mount Hope we prioritize the mental and emotional well-being of residents and strive to be as accommodating as possible when scheduling visits with general visitors. The following guiding principles will inform decision making:

**Safety** - Any approach to visiting a long-term care home must consider, balance, and meet the health and safety needs of residents, staff, and visitors to ensure risks are mitigated.

**Emotional Well-Being** - Welcoming visitors is intended to support the mental and emotional well-being of residents by reducing any potential negative impacts related to social isolation.

**Equitable Access** - All residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents.

**Flexibility** - The physical/infrastructure characteristics of the home, its workforce/human resources availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to consider when setting home-specific policies.

**Equality** - Residents have the right to choose their visitors. In addition, residents and/or substitute decision makers have the right to designate caregivers.

## Alignment with St. Joseph's Healthcare London (St. Joseph's) Guiding Principles

- Mission, vision and values of St. Joseph's
- Safety and well-being are top priorities for patients/residents, essential caregivers and staff
- Recognition of the value and importance of care partnership with essential caregivers
- Equitable treatment for all patients, residents, visitors and essential caregivers
- Respect and adherence to local/regional guidance and government directives
- Proactive, transparent, and accessible communication with patients/residents, staff, visitors and essential caregivers
- Ongoing monitoring and evaluation of essential caregiver presence and visitor restrictions policy as COVID-19 evolves and modify accordingly
- Ongoing support for patients/residents to maintain meaningful connections with family and caregivers using virtual technology, telephone calls, window visits, etc.
- Consistent and collaborative process and procedures