



**PRAIRIE NORTH REGIONAL  
HEALTH AUTHORITY**

**POLICIES & PROCEDURES**

**Number: 15006**  
**Category: Continuing Care**  
**Title: Visitors**

**Approved by: VP Integrated Health Services**

<b>Review Date:</b>					
<b>Initial:</b>					

*[Handwritten Signature]*

**Source: Directors Continuing Care & Rural Health Facilities**  
**Date Effective: May 1, 2010**

**PURPOSE**

Prairie North Regional Health Authority (PNRHA) understands the benefits of socialization and maintaining relationships with family and friends and the positive impact this has on resident well-being. In order to maximize the benefits of socialization activities and ensure safety and a peaceful environment for all residents of Long Term Care Facilities and Enriched Housing sites within the health region, guidelines for visitors to these residences is necessary.

**POLICY STATEMENT**

It shall be the policy that every effort will be made to encourage and welcome visitors to the facilities as visitors are considered important to the comfort and well being of residents.

1. All visitors must respect the privacy and comfort of all residents residing in the facility.
2. Visitors must adhere to the non smoking and scent free policies of the Region.
3. Young children must be accompanied by and be under the supervision of an adult.
4. Staff may contact the parents of the young children/child unaccompanied by an adult, to advise them that the children/child are being asked to leave the facility and advise them to pick up the child/children. If unable to contact the family the Facility Manager and/or the RCMP will be contacted.
5. If the family refuses to come and pick up the child, the RCMP will be contacted.
6. Visitors are encouraged not to visit if they are experiencing respiratory (coughing, sneezing or elevated temperature) and/or gastrointestinal symptoms.
7. Visitors will be asked not to visit the facility if the residents are experiencing respiratory and/or gastrointestinal symptoms.

8. Visitors will be asked to leave if they:

- do not have a legitimate reason for being in the facility.
- are creating a disturbance.
- are soliciting/vending in any resident care area.
- are having a negative impact on the mental or physical well being of the resident.  
(Note: This would not include a resident's normal reaction to a loved one's leaving such as crying).
- are verbally or physically abusive to either the residents or staff.
- do not cease behavior that is deemed unacceptable when asked.

9. If visitors do not leave when requested, the following steps will be initiated:

- the RCMP will be notified to assist in removing the individual(s).
- the appropriate Incident/Occurrence form will be completed by the Nurse In Charge and forwarded to the Facility Manager and Director Continuing Care Services or Director Rural Health Facilities.