

Manitoba Developmental Centre

Effective Date: August 17, 2012	TITLE: VISITORS	POLICY NO. V-04
Review Date:		PAGE <u>1</u> OF <u>1</u>
Revision Date: October 10, 2017	SUBTITLE:	

OBJECTIVE:

Residents will be supported to establish and maintain meaningful social relationships through visits from family members, friends and other supportive individuals in a safe and therapeutic environment.

POLICY:

1. The Residential Coordinator/designate is responsible for ensuring resident visits occur as requested, unless assessed to be not clinically appropriate or create a risk to resident, staff, visitors or others.
2. Only visitors who are listed on the resident's Individual Profile under Contacts will be permitted to take a resident off the residential area with prior approval from the Substitute Decision Maker (SDM). Visits will require staff supervision if prior approval from SDM is not obtained.
3. The residents' right to refuse visitors is respected.
4. Visiting hours are normally 0900 to 2030 hours, 7 days per week. Other times may be accommodated in consultation with the Residential Coordinator/designate.
5. Visits requiring staff supervision will take place only as staffing resources permit.
6. All children under sixteen (16) years of age must be directly supervised (i.e., within eye contact) by a responsible adult when at MDC.
7. Overnight family visits to provide resident support during end of life (palliative care) may be arranged with the RC/designate and approval from Director/EMC member on call is required.
8. When visits/overnight stays occur the RC/designate will ensure the provision of a dedicated space on the residential area that provides privacy to both the visitor and the other residents.

PROCEDURE:

1. Service providers will encourage visitors to contact the residential area prior to a visit.
2. The Residential Coordinator/designate will review the electronic health record to determine if prior approval for off grounds visits has been obtained from the SDM and will follow up if required.
3. The Residential Coordinator/designate will greet the visitor(s) and ensure they are aware of required information as needed.
4. If the visitor is new to the resident, an experienced staff member will be assigned to be present during the visit.
5. All visits will be charted in the electronic health record under Monitor Social Contact and a progress note recorded regarding resident reaction to the visit and any concerns or questions that the visitor may have.
6. Visits may be cancelled or interrupted to meet the needs of the resident or ended at any time by the Residential Coordinator/designate if the resident is experiencing any undue physical or emotional distress.
7. Any restrictions on visits will be documented in the residents' Care Guide.

*Reminder: The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act (PHIA) prohibits service providers from directly or indirectly discussing resident information with visitors.

REFERENCES:

Vulnerable Persons Living With A Mental Disability Act
Residents' Bill of Rights and Responsibilities
Council on Accreditation (COA) Standard CA-CR4.08