

## 12. VISITOR AND DESIGNATED CAREGIVER MANAGEMENT AND EDUCATION

**Visitors have been documented to transmit infections including tuberculosis, pertussis, and respiratory viruses in healthcare settings.**

**\*Visitors** - Family and friends who visit for social reasons. Their time with the patient/resident/client is discretionary and short term. They are not involved in the care of the patient/resident/client.

**\*Designated Caregivers (DC)** - provide physical, psychological and emotional support, as deemed important by the P/R/C. This care can include support in decision making, care coordination and continuity of care. Designated Caregiver can include family members, close friends or other caregivers and are identified by the P/R/C or substitute decision maker.

**NOTE:** Designated Caregiver language replaces essential care partner and designated family caregiver.

Visitors and Designated Caregivers have a responsibility to comply with Routine Practices. All staff involved in care is responsible to teach those receiving care and visitors basic principles, such as [hand hygiene](#), [respiratory hygiene](#), and use of [personal protective equipment](#).

Visiting policies must balance the risk of transmission of infectious diseases and the promotion of patient/resident/client and family centered care. Exclusion of those with signs and symptoms of transmissible infections should reduce this risk. For essential visits (e.g., parent, guardian or designated caregiver), instruct the visitor with an infection/signs and symptoms of an acute infection (e.g., cough, fever, vomiting, diarrhea, coryza, rash, conjunctivitis) on measures to take to reduce the risk of transmission (e.g., wear a medical mask for a respiratory tract infection, perform appropriate hand hygiene, remain in the P/R/C's room, avoid public areas, avoid contact with other P/R/Cs or with care equipment).

Visitors and Designated Caregivers could be at risk for serious diseases should they acquire the infection of the P/R/C (e.g., acquisition of a respiratory virus by a visitor with chronic lung disease, or exposure of a non-immune visitor to varicella). They should be capable of complying with the necessary precautions to prevent indirect transmission to others receiving care (e.g., hand hygiene, not sharing personal items).

Provide education to P/R/Cs, their families and visitors regarding [respiratory hygiene](#) and [hand hygiene](#).