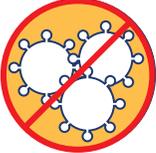


Visitation Guidance for Essential and Social Visits

What to Know Before Your Visit

- We require you to book your social visit in advance. You can do this by calling the care home. 
- If there is an imminent threat of a COVID-19 outbreak at the care home, temporary limitations may be implemented in consultation with Public Health, residents and families. Social visits will cease immediately if an outbreak is declared.
- Visits are not permitted if the visitor or resident is sick or has symptoms of COVID-19 (unless in extenuating circumstances – i.e. end of life, significant change in health status, pressing circumstances). 
 - If you are visiting with a resident requiring additional precautions, all visitors shall be instructed on how to put on and remove any required personal protective equipment.
- Visitors will be screened for signs and symptoms of illness, including COVID-19, before every visit. We will ask you to sign in for tracking and contact tracing.
- Visits will take place in specific shared visiting areas or a resident's room. Designated shared visiting spaces will be cleaned and disinfected before and after each visit. 
- Visitors will not be able to enter any other spaces besides the designated visiting spot.
- All visitors are required to wear a clean medical mask; one will be provided to you when you arrive to the care home. 
- Visitors must clean hands before and after a visit.
- Visitors must maintain a distance of two arm lengths from others. Physical touch with your resident is allowed however we ask that you keep your mask on and wash your hands before doing so.
- A single pet may accompany a visitor, subject to precautions and ability of the care home to accommodate. Please reach out to the care home in advance to discuss this.
- You are only able to visit with the resident you are there to see; you can't stop and visit with other residents at this time.
- Employees will assist with wiping down all items being brought into the care home.

What to Know Before Your Indoor Visit

- Indoor social visits are allowed for a maximum of two people (plus one child) and are to be scheduled ahead of time with the care home. You are allowed to visit with the resident in their room or in a shared visiting space if not already being used.
- We will do our best to facilitate the most visits that we can during our designated visiting hours for social visits.
- Essential visits are limited to one person at a time. For palliative and end of life care, more visitors may be accommodated.
- You will be required to wear a mask throughout the visit, unless there are extenuating circumstances that are discussed with the care home in advance (i.e. if a resident has cognitive or sensory impairments).

What to Know Before Your Outdoor Visit

- Outdoor visits are allowed for more than two people (including the resident), as long as it aligns with current provincial health officer guidelines for visiting outdoors and the designated space can accommodate the number of people. Outdoor visits are to be scheduled ahead of time with the care home.
- The care home has designated outdoor spaces for visits to occur so that we can accommodate visits for all our residents. You may find that spaces are already being utilized. We will do our best to facilitate the most visits that we can during our designated visiting hours for social visits.
- Continuously wearing a mask during an outdoor visit is required, physical distancing must be maintained with others.
- No smoking is allowed during any visits.



What to Know During Your Visit

- When entering the care home for your indoor or outdoor visit, all visitors will be provided with a clean mask.
- You will be asked to fill out a screening questionnaire and to have your temperature taken. You will also be required to share your contact information and sign in. If you do not pass the screening, the visit cannot take place (except in extenuating circumstances and with precautions).
- You will be required to perform hand hygiene before and after your visit.
- Physical touch with your resident is allowed however we ask that you keep your mask on and wash your hands before doing so. We do ask that you not visit with others and maintain physical distancing. Everyone's safety and comfort is important.
- We ask that you not wander around the building and stay in the area for your visit. This being your resident's room or a designated visiting space indoors or outdoors.
- We ask you to respect the space of others and not to congregate with other visitors.



After Your Visit

- After your visit, our employees will clean and disinfect any shared visiting areas and get it ready for the next visit.
- Visitors are to notify the care home should they develop any symptoms within 14 days of visiting.
- If you have any questions or concerns, you are encouraged to reach out to the care home.



Complaints Process

- To ensure fair and consistent decision making, visitors can request an immediate review of any decisions made related to visitor status.
- Please contact the site manager or their designate.
- If you would like to request a further review of a decision, you can also contact the health authority Patient Care Quality Office.

We thank you for your patience and understanding as we follow these protocols to keep our residents, employees, and yourself safe during this time. *Enjoy your visit!*

Original date: MARCH-2021

We're in this together.

We'll get through this together.