

## Messaging for Family Councils and Family Members

Harmony Hills Care Community resumed outdoor family visits on Thursday June 18<sup>th</sup> between the hours of 10:00 am to 5:00 pm at 30 minute intervals per resident. As of Wednesday July 22<sup>nd</sup>, indoor visits will commence in designated visiting areas within the care community. Residents are now able to visit with up to 2 visitors during each scheduled time. Annalle Ramos-Berry (DRP) will schedule and coordinate the family visits. Family members interested in booking a visit with a resident are asked to call 416-285-1411 extension 1248 between the hours of 10:00 am to 3:00 pm, Monday to Friday.

Visits will take place at the front patio and inside of the care community main floor sunroom and will be facilitated by one of our team members to ensure visits follow safe social distancing and infection control practices. Each day there will be a maximum number of visits that can take place with physical distancing requirements in place.

Family members will need to follow the guidelines indicated on the care community website <https://www.siennaliving.ca/long-term-care/ontario/harmony-hills-care-community> prior to the visit occurring. The following guidance supports safe, socially distanced enhanced outdoor visits.

### What you need to know:

- For indoor visits:
  - Family members and visitors are required to attest to a negative COVID-19 test result within 14 days prior to the scheduled visit.
  - Visitors will be required to wear a procedural/surgical mask throughout the visit. Visitors will be provided a mask upon arrival at the care community.
  
- For outdoor visits:
  - Family members and visitors no longer require to attest to a negative COVID-19 test result within 14 days.
  - For outdoor visits, visitors will be expected to bring their own face covering. In the event that it is needed, personal protective equipment (PPE – e.g. masks) will be provided and required, along with hand hygiene.
  - Visits are currently accommodated in the outdoor space where weather permits.
  
- General Information for Indoor/Outdoor Visits:
  - Visits will be scheduled when the care community is not in outbreak.
  - **Visits will be pre-scheduled:** call Annalle Ramos-Berry (DRP) to learn more about booking a timeslot.

# Harmony Hills

## Care Community

- We will do our best to accommodate requests, however we also need to ensure every family has an opportunity to visit. Frequency of visits will be based on equitable access.
- Up to 2 family members/visitors at a time/visit. Residents/POA/SDM will determine who visits.
- Visitors must be 18 years or older to ensure precautions are followed.
- All visitors will be actively screened, including temperature checks.
- Social distancing will be practiced throughout the visit.
- **For everyone's safety, anyone who is on self-isolation, being tested or has tested positive for COVID-19 must not visit.**
- Except for service dogs, animals should not accompany visitors.
- Please note, if the indoor/outdoor visiting guidelines are not followed, and the resident develops COVID-19 related signs/symptoms, they will require swabbing and be placed in self-isolation for up to 14 days.
- **Any non-compliance of the visit protocols will result in a discontinuation of visits for the non-compliant visitor.**

### **When you arrive:**

- Please arrive 10 minutes ahead of your visit
- These 10 minutes will be utilized to meet with the greeter for screening, education and signing of the Family Visiting Acknowledgement Form.
- Your loved one will be brought to the designated visiting area to meet you.
- The remaining 30 minutes of your visit will be for you and your loved one to visit.

### **During the visit:**

- Please wear the PPE provided by team members, keep mask on at all times.
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Complete when entering/leaving the designated visiting location.
- Team members are available to escort you to the designated visiting location if required.
- Please do not pass along anything, such as food or letters, to your loved one or team members.
- Always keep minimum distance of six feet from others, including your loved one.
- Please ensure your visit ends on time to allow the next scheduled visit to commence on time.
- Visitors can only visit with one resident at a time. Each resident will have a separate visit booked for his or her visitors. The POA/SDM will coordinate with others who wish to visit.