

## Messaging for Family Councils and Family Members

Granite Ridge Care Community will resume family visits on Thursday June 18<sup>th</sup> between the hours of 9:30 am to 7:15 pm depending on recreation schedule at 30 minute intervals per resident, weather permitting. Residents will visit with 1 visitor during each scheduled time. Kayla Sparling, Director of Resident Programs will schedule and coordinate the family visits. Family members interested in booking a visit with a resident are asked to call Kayla at (613) 831-5707 between the hours of 9:00 am to 4:00 pm, Monday to Friday.

Visits will take place at the Courtyard Garden located to the left of the front entrance of Granite Ridge 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 member will need to follow the guidelines indicated on the care community website [www.siennaliving.ca](http://www.siennaliving.ca) prior to the visit occurring. The following guidance supports safe, socially distanced enhanced outdoor visits.

### What you need to know:

- Family members are required to have a negative COVID-19 test result within 14 days prior to the scheduled visit. Family members must provide proof of a negative COVID-19 result within the last 14 days prior to the visit.
- Outdoor visits are available only when the care community is not in outbreak.
- Visits will be scheduled when the care community is not in outbreak.
- **Visits will be pre-scheduled:** call **Kayla Sparling at 613-831-5707** to learn more about booking a timeslot.
- 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.
- One family member at a time/visit. 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.
- **For everyone's safety, anyone who is on self-isolation, being tested or has tested positive for COVID-19 must not visit.**
- Personal protective equipment (PPE – e.g. masks) will be provided and required, along with hand hygiene. For the outdoor visits, families can bring their own face coverings.
- Except for service dogs, animals should not accompany visitors.
- **Visits are currently accommodated in the outdoor space where weather permits.**
- Please note, if the 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 reconnect.

**During the visit:**

- Please keep masks or face covering on at all times during visit.
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Complete when entering/leaving the designated visiting location.
- Staff is 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 staff.
- 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.