

## Messaging for Family Councils and Family Members

Woodhall Park Care Community resumed outdoor family visits on July 2<sup>nd</sup> 2020 between the hours of 9:45am – 3:15pm 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. Holly Witherspoon, 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 Holly Witherspoon @ 905-495-6856 between the hours of 9:00am – 5:00pm, Monday to Friday.

Outdoor Visits will take place on the front outdoor patio. Indoor visits will take place in either the 2<sup>nd</sup> floor or 3<sup>rd</sup> floor elevator lounge 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 <https://www.siennaliving.ca/long-term-care/ontario/woodhall-park-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 **Ext 765** 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.

- 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.