

Messaging for Family Councils and Family Members

As of July 22nd Trillium Care Community will be resuming indoor visits between the hours of 10:00am and 4:00pm at 30 minute intervals per resident. Residents will visit with up to 2 visitor during each scheduled time. The Director of Resident Programs along with the program team will schedule and coordinate the family visits. Family members interested in booking a visit with a resident are asked to call Jessica Babcock at 613-547-0040 x763 or send an email to Jessica.babcock@siennaliving.ca between the hours of 8:00am – 4:00pm Monday to Friday.

Indoor visits will take place in designated areas inside the care community as the directive refers to limiting unessential traffic throughout the Care Community and to ensure proper cleaning occurs between visits. In the Court Building visits will occur in the Hair Salon, and in the Ridge building they will occur in an unoccupied private room on Orchard House. These visits 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/trillium-care-community> 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 attest to the test result to the scheduled visit.
- Indoor 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 or email using the information above 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.
- Two 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.**
- 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.
- Except for service dogs, animals should not accompany visitors.



Retirement and Care Community

- Please note, if the Indoor 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.
- **Outdoor visits are still occurring and currently accommodated in the outdoor space where weather permits and will be switched to window visits if it rains.**

When you arrive:

- Please arrive 5 minutes ahead of your visit
- These 5 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 wear the PPE provided by staff, keep mask on at all times.
- 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.