

VISITOR INFORMATION-PROTOCOLS (WEBSITE) (ON)

Outdoor Visiting Guidelines

During the COVID-19 pandemic, the health and safety of our residents, families, team members, and visitors remains our top priority. The presence of family and friends is important to the emotional wellbeing of our residents and we recognize the importance of in-person visits. The following guidelines will support safe, physically distanced outdoor visits for family members to visit and engage with their loved ones.

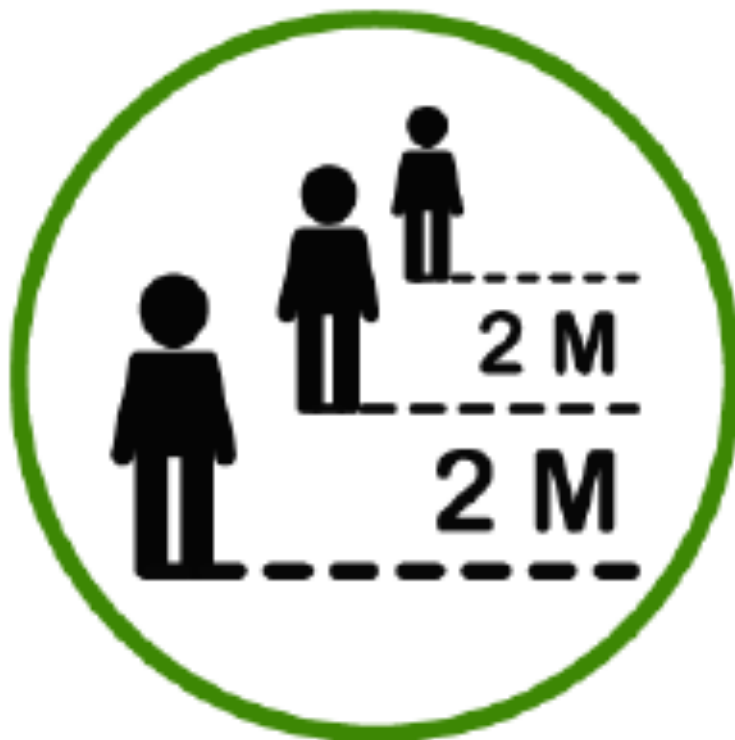
What you need to know:

- Outdoor visits will be permitted only when the care community is not in an outbreak, where the resident is asymptomatic and not self-isolating
- Outdoor visits will be pre-scheduled (30 minute sessions) during the hours of **10:15-7:15** and take place at **Silverthorn outside the care community**
- Visits will be accommodated outdoors and as weather permits
- To ensure that every family has an opportunity to visit their loved one, frequency of visits will be based on equitable availability to accommodate one visit per week
- Only one visitor is permitted to visit with a resident during any scheduled visit. The Power of Attorney/Substitute Decision Maker will determine who may visit
- All visitors must show proof of having a negative COVID-19 test result that is dated within 14 days of the visit taking place
- All visitors must be 18 years or older to ensure precautions are followed
- All visitors will receive education on the care community's infection prevention and control measures, including hand hygiene and use of personal protective equipment (PPE)
- PPE (mask) must worn appropriately during the scheduled visit. PPE should not be removed at any time during the visit. Masks will be provided in the event visitors do not have their own.
- All visitors must comply with the care community's infection prevention and control measures and will be actively screened, including temperature checks
- For the safety of our residents and team members, any visitor who is on self-isolation, awaiting COVID-19 test results, or is positive for COVID-19 will not be permitted to visit
- With the exception of service dogs, animals should not accompany visitors during scheduled visits
- Visitors must adhere to the outdoor visiting guidelines for the safety our residents. Should any resident develop COVID-19 symptoms, they will be tested for the virus and placed in isolation pending test results
- A team member will be available to escort you to the designated visiting location
- It is requested that no items be shared with your loved one during the visit (food, letters, cards, etc.)
- Cards can be dropped off in locked box between double doors
- Visitors must adhere to a safe physical distance of six feet from the resident and team members during the scheduled visit
- **Non-compliance with the care community's visiting policy and guidelines could result in a discontinuation of visits for the non-compliant visitor**

Breakdown of events during 30-minute scheduled visit:

1. Visitors should come approximately 10 minutes early to complete screening protocol
2. Visitor will pick up phone between double doors to call reception
3. Visitor will be greeted by a team member outside the building, will be screened and will receive education on infection prevention and control measures (5 to 10 minutes).
4. Hand hygiene will take place.
5. Team member will then escort the visitor to the designated meeting area to visit with their loved one.
6. Visit with resident will take place.
7. Visits will be facilitated by a team member to ensure the visiting guidelines are being adhered to while ensuring privacy for the visitor and resident.
8. Team member will escort visitor from the designated meeting area at the end of the visit.
9. Hand hygiene will take place.
10. Visitor will proceed to their vehicle.

Physical Distancing:



Maintain physical distancing between all others, including the resident, team members and other visitors.

Donning and Doffing PPE:

- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check



Hand Hygiene:

To clean hands properly, rub all parts of the hands and wrists with an alcohol-based hand rub or soap and water. Pay special attention to fingertips, between fingers, backs of hands and base of the thumbs.

How to handrub

Rub hands for 15 seconds

-  Apply 1 to 2 pumps of product to palms of dry hands.
-  Rub hands together, palm to palm.
-  Rub in between and around fingers.
-  Rub back of each hand with palm of other hand.

Rub hands for 15 seconds

-  Rub fingertips of each hand in opposite palm.
-  Rub each thumb clasped in opposite hand.
-  Rub hands until product is dry. Do not use paper towels.
-  Once dry, your hands are safe.

JUST CLEAN YOUR HANDS



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How to handwash

Lather hands for 15 seconds

-  Wet hands with warm water.
-  Apply soap.
-  Lather soap and rub hands palm to palm.
-  Rub in between and around fingers.

Lather hands for 15 seconds

-  Rub back of each hand with palm of other hand.
-  Rub fingertips of each hand in opposite palm.
-  Rub each thumb clasped in opposite hand.
-  Rinse thoroughly under running water.

-  Pat hands dry with paper towel.
-  Turn off water using paper towel.
-  Your hands are now safe.

JUST CLEAN YOUR HANDS



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