

Messaging for Family Councils and Family Members

Silverthorn Care Community will resume family visits on **Thursday June 18th between the hours of 10:15-7:15** at 30 minute intervals per resident. Residents will visit with 1 visitor during each scheduled time. Jennifer Glavac, DRP, will schedule and coordinate the family visits. Family members interested in booking a visit with a resident are asked to call or email Jennifer at (905) 812-1175 or Jennifer.glavac@siennaliving.ca between the hours of 9am – 5pm Monday to Friday.

Visits will take place at Silverthorn outside of the care community 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/silverthorn-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 send the test results to Jennifer before the scheduled 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 or email Jennifer Glavac 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.**
- 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.
- **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 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.