

## **Dear Residents and Family members,**

At Rockcliffe Care community, we are experiencing some operational changes and shifts in routine related to management and/or prevention of the Covid-19 virus. We want to reassure you that we are taking important steps to keep your loved ones safe and keep you informed.

Our team is always available to answer your questions and to ensure you feel supported during this time .Thank you!

Our residence is COVID-19 free!

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.

Rockcliffe Care Community will resume indoor family visits on Wednesday day July 22<sup>th</sup> between the hours of 10:00 am to 12:00pm and 2:00pm to 5:00pm at 30 minute intervals per resident. Residents will visit with maximum of 2 visitors during each scheduled visits. Reception will take your request for visitation and coordinate the family visits. Family members interested in booking a visit with a resident are asked to call 416-264-3201.

Essential Caregivers are predetermined by the Director of Care. Our Director of Care is currently reviewing the eligibility criteria for a family member to be considered as an essential caregiver. Further information will be made available this week.

Indoor visits will take place on the first floor Main Dining Room designated area and will be facilitated by one of our team members to ensure visits follow safe social distancing and infection control practices. Each day, a maximum number of visits will take place to ensure physical distancing requirements are met. The following guidelines will support safe, physically distanced outdoor and indoor visits for family members to visit and engage with their loved ones.

### **What you need to know:**

- Outdoor and indoor visits will be permitted only when the care community is not in an outbreak, where the resident is asymptomatic and not self-isolating
- Outdoor and indoor visits will be pre-scheduled (30 minute sessions):
  - Outdoor visits: **Patio area; from 1000hrs to 1800hrs**
  - Indoor visits: **Main dining room nook; 1000hrs to 1200hrs and 1400hrs to 1700hrs**
- Visits outdoors will be accommodated as weather permits
- Indoor visits will be accommodated in designated areas within the care community

- 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 two visitors are permitted to visit with a resident during any scheduled visit. The Resident/Power of Attorney/Substitute Decision Maker will determine who may visit
- For all indoor visits, visitors must attest to (confirm) having a negative COVID-19 test result that is dated within 14 days of the visit taking place. For outdoor visits, visitors do not need to attest to having a negative COVID 19 test result.
- 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. For outdoor visits, visitors are encouraged to bring their own masks. Masks will be provided in the event visitors do not have their own. For indoor visits, surgical/procedure masks must be worn throughout the visits. Visitors will be provided with a mask when entering the care community.
- 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/indoor visiting guidelines for the safety of 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.)
- 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. Visitor must remain in their vehicle until the start time of their scheduled visit.
2. At the scheduled time of your visit, please proceed to the greeting area to be screened. All visitors will receive education on infection prevention and control measures (5 to 10 minutes).
3. Hand hygiene will take place.

4. Visitor will be escorted or instructed to the designated meeting area to visit with their loved one.
5. Visit with resident will take place (30 minutes).
6. 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.
7. Team member will escort visitor from the designated meeting area at the end of the visit.
8. Hand hygiene will take place.
9. Visitor will proceed to their vehicle.

**Please note:**

The health and safety of the residents, their families and the well-being of our staff members is our priority. The home maintains zero tolerance for failure to comply with the *Updating the Visitor Policy to Long-term Care Homes* or any actions that may place the health and safety of residents, staff or families at risk. Non-adherence to these rules may result in visits being discontinued.

**Non-compliance with the care community's visiting policy and guidelines could result in a discontinuation of visits for the non-compliant visitor**