

August 28, 2020

We are pleased to provide the updated guidelines for family/resident visiting based on recent DHW directives and our ability to ensure all restrictions are followed for a safe and comfortable visit.

Our outdoor visits continue, currently providing the ability to offer over 45 outdoor visits each week. Appointments are required. Our Recreation staff and added Long Term Care Assistants continue to work within the Public Health directives to maintain resident safety while creating the most comfortable environment possible.

Our indoor visits continue and we are able to accommodate 30 indoor visits per week. There are no restrictions to who may visit indoors, however, **all indoor visits continue to be restricted to 1 visitor at a time. Appointments are required.**

Visitors for both indoor and outdoor visits will continue to be telephone screened prior to the visit and screened again upon **arrival**. Masks are required for both indoor and outdoor visits. A brief physical contact is permitted while wearing masks and completing hand hygiene before and after the contact.

Treats When Visiting

Outdoor Visits: We **ARE** allowing families to bring in perishable items from a commercial kitchen. Those items can be enjoyed during the visit or brought back up to the resident's room. The resident must be able to eat independently without assistance from staff or family. (no shellfish items). This is not permitted for Indoor visits because masks cannot be removed for any length of time.

Please call 902-275-5631 ext. 235 to book your indoor and outdoor family visits. Indoor and outdoor visits remain weekly with a duration of 45 minutes per visit.

Resident Movement

New change - Transportation to non-urgent medical appointments e.g. dental cleanings, hearing tests, vision tests etc. by family is now permitted. There are precautions and information required include:

- Transportation is restricted to and from the appointment only.
- Family must notify the facility (Charge RN, 902-277-0545) with at least 24 hours' notice prior to the appointment.
- The purpose of the appointment, time and location and contact information should contact tracing be required at a later date.

- Mode of transportation and information on who will be accompanying the residents including contact information. It is important to limit the number of people to those required to assist the resident during the transportation to reduce potential contact.
- Pre-screening will occur regarding COVID -19 symptoms and contact tracing will be completed with the family.
- On the day of the appointment, family members will be screened and required to complete hand hygiene at the door when picking up and both residents and family will be screened and complete hand hygiene when residents return to the facility.
- Masks must be worn. Medical mask are provided by the facility for the resident and non-medical masks are acceptable for family. If a resident or family member cannot wear a mask the appointment may need to be postponed or cancelled. The risk of contact to COVID-19 increases without the use of masks.
- Residents will be escorted by staff to and from the main entrance only for pick up and return to the floor.
- It is essential that residents attend the appointment only and return to the facility directly after.

Resident Movement

Residents continue to come off their wings. There has been good compliance with the scheduled times, wearing of masks, avoiding congestion, and maintaining physical distancing. Residents are wearing masks when leaving their wings.

Resident Programming

Recreation staff is providing some small programs adhering to the Public Health directions of 10 people at maximum and with people from the same floors.

Physiotherapy has resumed. It will be limited due to physical distancing requirements and disinfection requirements between appointments.

Hair Salon

Residents are enjoying the return of the stylist following the Cosmetology Association Guidelines.



Packages for Residents

Packages are arriving and are delivered to the residents. Again, we ask that perishable items not be dropped off as it may take up to 24 hours to deliver items to each resident.

Staff

Staff continue to be screened for symptoms when entering the facility, continue to wear masks at all times, and physically distance when on breaks. Regular staff are assigned to wings.

Anyone entering a floor is required to sign in when arriving.

People who were hired as pandemic relief have now completed their term with us, however, we have received additional funding for Long Term Care Assistants to support the screening process, family visiting, and resident engagement on the floors.

Staff who have worked hard throughout these past few months are able to take some well-deserved vacation.

We are pleased to work within the Public Health directives to further ease some restrictions maintaining safety as our priority for everyone. It is important to maintain a quality of life knowing the importance of resident and family connection and the benefits to everyone's wellbeing. It is also important to note that in Long Term Care facilities, if one resident or one staff person is identified to have COVID-19 it is considered an outbreak or if community spread of COVID is identified in our zone, all easing of restrictions stop. We will continue to monitor Public Health updates and reduce the restrictions only as we feel can be done safely and within our resources.