



June 12, 2020

## Resuming Visits in Long-Term Care Homes

Dear Residents and Family Members:

The province announced on June 11, 2020 that visiting will resume in Long-Term Care Homes. We are providing you with some key messages that will assist you in managing expectations of family/friends who will be very anxious to see their loved ones.

We know how difficult it has been for our residents, families and friends over the past few months. Seeing and being close to those you love is so important at the best of times – and much more so during trying times like these. The absence of visitors has been painful for everyone, but we appreciate your ongoing understanding that our priority had to be keeping our residents safe and healthy. We are so pleased with the provincial government's announcement that we have reached the stage where we can gradually resume visiting.

### Key Messages:

- The first phase to this process involves **starting with outdoor visits** by one person per resident per week beginning in June 2020 – date to be determined.
- As you can appreciate, there are strict rules and requirements that all homes are required to put in place in order to start gradually welcoming visitors.
- One of the Ministry's requirements that we want to make sure you are aware of is that all visitors will have to confirm with staff that you have tested negative for COVID-19 within the previous two weeks. There are assessment centres in your communities that you can contact to make arrangements for your COVID-19 testing, **however, we ask that you wait to have your testing completed until such time as the Home communicates the timelines for visits.**
- Other requirements include the following:
  - Visitors will be required to complete training on infection prevention and control measures – hand hygiene, proper use of masks, social distancing requirements prior to visiting, etc.
  - Visitors are to ensure physical distancing (2m/6') with anyone on the property

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- We are already hard at work to be ready including setting up appropriate outdoor spaces for visits, scheduling staff to bring residents outside, and making sure we have all the necessary health and safety protocols in place.
- We will be contacting all families to start scheduling visiting dates and times.
- Please note that the wellbeing of your loved one is our top priority so outdoor visits will be based on their ability to safely take part without jeopardizing their health.

We thank you for your patience and understanding as we work towards making all of the necessary requirements to ensure the safety and well-being of residents, visitors and staff.

Sincerely,

A handwritten signature in cursive script that reads "Michele Harris".

Michele Harris  
Director of Homes and Seniors Services

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