



July 21, 2020

Resuming Indoor Visits in Long-Term Care Homes

Dear Residents and Family Members:

The province announced on June 11, 2020 that outdoor visiting would resume in Long-Term Care Homes. On July 15, 2020, the province announced information regarding indoor visits.

We are providing you with some key messages that will assist you in preparing to see your loved one.

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 indoor visiting.

Key Messages:

- As you can appreciate, there continue to be strict rules and requirements that all homes are required to put in place in order to start gradually welcoming indoor 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.
- Other requirements include the following:
 - All visits (virtual, window, indoor and outdoor) must be scheduled by Home staff
 - We encourage visitors to complete a self-screen assessment (accessed through this link - <https://covid19checkup.ca/>) - at home prior to your visit. Please stay home if you do not pass the self-screening.
 - All visitors to the Home must pass an active screening questionnaire administered by Home staff
 - 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.
 - Outdoor visitors are responsible for bringing their own face covering for outside visits
 - Indoor visitors will be provided a surgical/procedure mask
 - Visitors are to ensure physical distancing (2m/6') with anyone on the property (indoor, outdoor and window visits)

- Outdoor visits – up to two (2) visitors at a time
- Indoor visits – up to two (2) visitors at a time

We are already hard at work to be ready for indoor visits; including setting up appropriate indoor spaces for visits, scheduling staff to bring residents to the indoor visit areas, and making sure we have all the necessary health and safety protocols in place. We will be contacting families to start scheduling indoor visiting dates and times.

Please note that the wellbeing of your loved one is our top priority so indoor 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 black ink that reads "Michele Harris". The signature is written in a cursive, flowing style.

Michele Harris
Director of Homes and Seniors Services