

## Elgin County Long-Term Care Homes Update

Elgin County's Long-Term Care Homes staff have worked tirelessly to keep our 247 residents safe from COVID-19. Our approach is measured and cautious. It involves being as prepared as possible to decrease the risk of exposure for our residents.

We remain diligent in protecting our residents as the possibility of spread of COVID-19 still exists in our Long-Term Care Homes. We have taken a cautious approach towards implementing the Ministry's most recent announcements regarding visitor access and resident leaves/absences. Visits and time away from the Home play a vital role in providing care and emotional support for residents. We know that visitor restrictions have been difficult for residents, families and loved ones.

On August 28, 2020, the *Ministry of Long-Term Care* (MLTC) announced changes to short stay absences (for those who leave the Home for health-care related, social, or other reasons) and temporary absences (for those who leave the Home for one or more nights). On September 2, 2020, the MLTC released a document called "*Resuming Visits in Long-Term Care Homes*". It includes a statement that effective September 9, 2020, up to two essential visitors and general visitors are permitted in Long-Term Care Homes.

Elgin County's Long-Term Care Homes continue to work closely with Southwestern Public Health to assess and improve preparedness for responding to Coronavirus (COVID-19), including the development/implementation of policies and processes to support the resumption of essential visitors, general visitors and pre-arranged absences.

We are pleased to report that protocols and procedures are in place to support virtual, window, outdoor and indoor visits (including essential and general visitors), and pre-arranged short-stay and temporary absences. Residents, families and caregivers are asked to:

- pre-arrange all visits
- limit the number of visitors per visit as per protocol
- ensure visitors socially distance while attending all visits
- follow Personal Protective Equipment (PPE) and safety requirements while visiting

While every attempt will be made to accommodate requests for visits, the Homes recognize the importance of ensuring equitable distribution of resident and family/caregiver visits.

Please contact the Home directly to schedule your visit(s):

- Bobier Villa – [bvvisits@elgin.ca](mailto:bvvisits@elgin.ca) or 519-671-0289
- Elgin Manor – [emvisits@elgin.ca](mailto:emvisits@elgin.ca) or 226-377-6564

- Terrace Lodge - [tlvisits@elgin.ca](mailto:tlvisits@elgin.ca) or 519-641-9135

Enabling safe visits and short stay or temporary absences is a top priority – please check our website regularly or call the Home for visit and absence updates.

We would like to thank the friends and loved ones of our residents for their ongoing support for the Homes Staff as they continue to prioritize the safety of your loved one.