



Retirement Residence

## GUIDE - Reopening for **\*\*OUTDOOR ONLY\*\*** Visitations

On March 13, 2020, guidance and directive by the Government of Ontario was given on restricting visits to homes to essential visitors in an attempt to reduce the probability of disease spread into retirement homes. Although this policy was tough on residents and loved ones, it was necessary to protect residents and staff during the pandemic. We wish to thank each family and friends for adhering to these requirements. To date, we are pleased to report that we have not had one single positive test case of COVID-19. You did your part in achieving this, and we will continue to be diligent and cautious in all that we do.

The Tower of Port Hope recognizes the role that families, visitors and loved ones play in providing caregiving and emotional supports is important in the quality of life for our residents.

That's why we are CAUTIOUSLY pleased to announce that as of June 12, 2020 the resumption of visits will take place in a gradual, phased manner that meets the health and safety needs of residents, staff, and visitors. Our key considerations for all are:

**Safety:** Our approach is designed to have a balance that meets the health and safety needs of residents, staff, and visitors, and ensure risks are mitigated.

**Emotional Well-being:** We believe that allowing visitors will support the emotional well-being of residents and their families/friends, through reducing any potential negative impacts related to social isolation.

**Fair and Equitable Access:** All individuals seeking to visit a resident be given equitable visitation access, consistent with resident preference and within reasonable restrictions that safeguard residents.

Specifically:

- We have created a visitation schedule/calendar for all visits with residents. All visits will be arranged in advance of each visit. This will be managed to ensure that we do not have more than one visitor at any given time.
- We have establish designated visit times, which will be made aware to you.
- Laura, our Life Enrichment Coordinator, will be the central point person to coordinate all visits.
- We will have dedicated meeting areas. You will be directed at the time of your visit.
- For each visit, the visitor should:

\*Arrive 10-15 minutes early to check in for screening, to review protocol and to be directed to the meeting spot.

\*Each visitor must be compliant with hand hygiene and other safety precaution measures.

- The visit will be restricted to one resident at a time (unless you are visiting a couple); if a visitor wishes to visit more than one resident, a separate visit should be scheduled.
- Please identify any additional items brought into the home for the resident to staff so they may be disinfected by staff and or placed into quarantine, to be determined on a case by case basis.
- We will monitor visits to ensure PPE and physical distancing protocols are followed. If not, the visitor will be asked to leave the premises per the community's policy on discontinuation of visits.
- We will document the visitor's time of arrival and departure.
- Visits will be booked with sufficient time between visits to allow for cleaning/disinfecting and other IPAC requirements as needed

## **Requirements of the Visitor**

1. Prior to each visit, the visitor must:

a) Pass active screening every time they are on the premises of or enter the home, and also attest that they are not experiencing any of the typical and atypical symptoms of COVID-19. You will not be allowed to visit if you do not pass the screening.

b) Attest to home staff that the visitor has tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive. The home is not responsible for providing the testing.

2. The visitor will comply with the home's infection and prevention control protocols (IPAC), including proper use of masks.

a) Visitors should use a mask at all times and are responsible for bringing their own masks.

b) Education on all required protocols will be provided by the home.

c) Any non-adherence to these rules could be the basis for discontinuation of visits.

3. The visitor must only visit the outdoor area they are intending to visit, and no other resident.

Where it is not possible or advisable for visits to occur in person, we will continue to provide virtual visiting options by way of FaceTime and video calls. Please arrange directly with Laura.

Dear Visitors: Please be careful in all that you do prior to your arrival. And, of course, if you believe yourself to be a risk in any way to The Tower of Port Hope, our staff and most importantly our residents, please postpone your visit to a future date.

Thanks kindly. Stay safe and well.

The Management and Owners