



## VISITATION REMINDERS FOR ESSENTIAL CAREGIVERS

December 24, 2020

Recently, we have seen a dramatic increase in infection transmissions across Southern Ontario. We are concerned about the added risk this presents to our home's residents, staff and our broader community.

Most families would never consider that they may be the source of infection for their loved one; sadly that is very possible now. With the holidays fast approaching, we encourage families to consider whether visiting on Christmas Day is the best choice for you and your loved one.

As an organization, we continue to follow the directives from the Ministry of Long-Term Care and Public Health. Public Health officials are urging community members not to visit any home that is not your own as COVID-19 is spreading from family and friends in home settings. As you are aware, Ontario moves into lockdown mode on December 26<sup>th</sup>.

We understand that it is difficult for residents and families, and recognize that the holidays are traditionally a time for special family-oriented celebrations. We know that this year the holiday season will be difficult for residents and their loved ones and that the COVID-19 pandemic has required all of us to adapt to changes and uncertainty. We ask for your continued patience and understanding during this time.

If you are a designated essential caregiver for your loved one, and are coming in to visit, please ensure that you are following our visiting policy while you are here. Here are some reminders of our visiting policy:

- Inside visitation is restricted to one essential caregiver. Residents may have two designated essential caregivers however, only one may visit at a time.
- You must provide proof of having had a negative COVID-19 test result within a week of each visit

- Please ensure that you use hand sanitizer and take one of the masks provided on entry to the building. Place the mask on your face in the presence of a screener, ensuring your nose and mouth are covered for the duration of your visit.
- Please go directly from the screening area to your loved one's room and remain in their room for the duration of your visit. You may not visit in any of the communal areas, including lounges and dining area, nor walk with the resident in the halls of our home. If you require assistance from a staff member, or have a question, please remain in the resident's room and use the call bell.
- Each resident may have a maximum of two designated essential caregivers. This designation must be made in writing by the resident or their Substitute Decision Maker.

We thank you for your patience and understanding as we navigate this constantly changing situation. We ask that you remember this process is new for everyone, including the staff who are responsible for its implementation as we continue to adhere to the Ministry requirements.

We encourage you to take advantage of virtual visits whenever possible.

We also ask that you please remember that members of our care team are following guidelines that have been set out by the province. As a health care organization and as individuals working in long-term care, we cannot make changes to Ministry directives. Staff time spent defending the rules and regulations not only places undue stress on employees, it takes them away from their resident-centered duties. Your cooperation and understanding are greatly appreciated. Let's work together to keep our residents healthy and engaged.