

December 15, 2020

Concordia Place continues to be in an outbreak status; however, we are glad to report the situation is stable. We are thankful that to date no residents and no additional staff have tested positive. We appreciate the support and patience of residents and family members in response to the suspension of visitation plans over the past number of weeks.

Under the current province-wide Pandemic Response Level – Red (Critical), we are all asked to stay home, leaving our homes for essential purposes only and to limit our contacts to members of our household. This is difficult for everyone, especially as we enter the holiday season. As the level of COVID-19 activity in our city and province remains high, we are cautious in our plans to resume designated family caregiver visits. We regret that general visits are not permitted at this time.

The indoor designated family caregiver visitation plan has been modified to support safe visits for our residents, their family members and our staff. Although the hours and times to visit are more limited than previously, we hope designated family caregivers will find opportunities to visit as visiting hours will be available daily, seven days a week.

Effective Thursday December 17, 2020, designated family caregivers may resume visits as follows:

- Visiting hours for your unit will be

1 st Floor	Mon/Wed/Fri/Sun mornings 9:00am to 12:00pm Tues/Thurs/Sat afternoons 1:00pm to 4:00pm
2 nd Floor	Mon/Wed/Fri/Sun afternoons 1:00pm to 4:00pm Tues/Thurs/Sat mornings 9:00am to 12:00pm
3 rd Floor	Mon/Wed/Fri/Sun mornings 9:00am to 12:00pm Tues/Thurs/Sat afternoons 1:00pm to 4:00pm
4 th Floor	Mon/Wed/Fri/Sun afternoons 1:00pm to 4:00pm Tues/Thurs/Sat mornings 9:00am to 12:00pm

- Designated family caregivers may visit anytime and for any length of time during visiting hours specified for your unit
- As previously, up to two (2) designated caregivers may be identified by resident/ delegate but as per level red guidelines, **only one** (1) may visit at a time
- Designated family visitors will be required to be screened before entry, to be signed in and out, to wear masks, and complete frequent hand hygiene

- In addition, designated family visitors will be required to wear eye protection that the facility will provide. A collection container will be available at the entry; we kindly ask that you return the eye protection as it can be reprocessed
- Please note these key points:
 - Masks and eye protection are to be worn for the duration of your visit
 - Proceed directly to the resident room when you arrive on the unit
 - If you or your loved one need assistance, use the call bell to speak with staff
 - Please refrain from socializing with staff as you enter and leave the building.
- The visitation principles document from Shared Health is available at <https://sharedhealthmb.ca/files/covid-19-pch-visitation-principles.pdf>

For designated family caregiver who are hesitant to visit on the resident units, we are hopeful that the outdoor visitation shelters will be complete and ready for use in the very near future. More information will follow once the final work is complete and plans are in place.

We know this is a very difficult and unsettling time. Please be assured staff continue to provide care for our residents and to closely monitor their health.

We will continue to keep you updated on your family member's condition. Please feel free to call Shannon Croft at 204-661-7294 or Amy Anis at 204-661-7217 at any time if you have questions.

Regards,

Kyla Gilmour RN BN GNC(C)

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