

June 25, 2020

Dear Resident Families

SUBJECT: Personal Care Home (PCH) On-site Indoor Visitation during Very Low Levels of COVID-19

Across Canada, the risk that COVID-19 poses to the residents of personal care homes (PCHs) is clear. Efforts to prevent, quickly identify and contain “outbreaks” of COVID-19 continue to be vital to protecting populations that are most vulnerable to serious outcomes from this virus. We know that family and friends are integral to the overall health, well-being and quality of life of residents within PCHs. Balancing necessary preventative measures with maintaining the vital connections that residents have with family members and support systems has been at the heart of every stage of our response. However, while preventing the spread of this virus within our facilities remains a central priority, the likelihood that COVID-19 will be a part of our ‘new normal’ for a longer duration requires us to find a longer-term balance between preventative measures and the many benefits of ongoing interaction between residents and their loved ones.

Accordingly, this is to advise that while levels of COVID-19 remain very low **we will be supporting limited on-site, indoor visits** at Concordia Place with the following considerations:

- Indoor visits will provide an alternate option during inclement weather or for residents where an outdoor visit is not ideal based on a resident’s care and support needs;
- Designated visitors may be identified to visit; all visits must be pre-booked. To comply with physical distancing measures, sites may need to restrict the number of visits per time slot in the visiting area.
- Indoor visits will be available Monday to Friday between 10:00am and 4:00pm and will be a maximum of 30-minutes in length;
- A limit of one (1) designated visitor per scheduled visit is recommended; two (2) visitors may visit at a time if physical distancing can be maintained;
- A minor (under 14 years of age) must be accompanied by an adult
- Visits are by appointment, in a location determined by the PCH and with no visitation with other residents;
- Visitors will be screened before entry, including assessment for symptoms or known exposure to COVID-19 prior to entry. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms;
- Restrictions apply to visitors who have travelled outside of Manitoba within the past 14 days (excluding travel to Western Canada, the Territories and Ontario west of Terrace Bay);
- Designated visitors are required to sign in and out of each visit and to bring and wear a non-medical mask for the duration of the visit;
- Designated visitors will be escorted to the designated visit location and are asked to perform proper hand hygiene and to minimize contact with surfaces (e.g. escorting staff member will press elevator buttons, open doors, etc.);
- All visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 metres apart) at all times. Visits may be suspended if designated visitors do not comply with these measures.
- The site reserves the right to cancel all visits in the case of a confirmed/potential COVID-19 outbreak in the facility or local area or upon the direction of the Chief Provincial Public Health Officer.

If you believe your loved one requires an indoor visit, please contact the appropriate Clinical Manager, Shannon Croft, Clinical Manager 1st & 2nd Floors at 204-661-7294 or Amy Anis, Clinical Manager 3rd & 4th Floors at 204-661-7217.

Protecting the health and well-being of your loved ones and staff remains one of our top priorities. Regular assessment by public health officials of the impact and evaluation of the need for adjusted visitor restrictions will continue as developments evolve. In collaboration with Public Health, PCH Operators will determine the need to suspend all visits in the case of a confirmed/potential COVID-19 outbreak in the facility or local area or upon the direction of the Chief Provincial Public Health Officer. Once again, thank you for your cooperation and understanding as we take every measure to protect you, your loved ones and our staff.

Sincerely,

Kyla Gilmour
Director of Resident Services
Concordia Place