

## Visitation Information –April 21, 2021

### Concordia Place Courtyard is Open for the Season April 22, 2021

Spring cleanup in the courtyard is complete and we're hopeful the winter weather is truly over! As of April 22, 2021 the courtyard is open for residents and designated family caregivers during scheduled times only

As levels of COVID-19 continue to remain elevated in Manitoba and licensed personal care homes and the province remain at **Pandemic Response Level Red - Critical**, visitation restrictions remain in place as follows:

**Visiting hours are daily between 9:30am to 12:00pm and 1:00pm to 5:00pm. This includes weekends and holidays unless otherwise posted**

**Designated family caregivers** (someone the resident or substitute decision maker identifies and designates as an essential partner in care):

- Up to **two (2)** people may be identified as designated family caregivers and **one (1)** may visit at a time
- Visits by appointment in the visitation shelters are encouraged, however, a designated family caregiver may visit in the resident room anytime and for any length of time during the specific visiting hours noted above. As noted above, designated caregivers can also visit in the courtyard during specific scheduled times below
- Will be screened before entry
- Will be required to be signed in and out of the building
- Will be required to follow Public Health/Infection Prevention & Control guidance, including hand hygiene and maintaining physical distancing
- Will be provided with a procedure mask and eye protection to be worn for the duration of the visit; staff will advise and provide support if additional precautions/protective equipment is required.

#### **General Visitation:**

- General visits are permitted by appointment in the visitation shelters located in the southeast parking lot.
- Visits are subject to space limitations and must be pre-booked
- **One (1)** general visitor can visit at a time in the visitation shelter
- At present, all general visitor appointments will be supported in the visitation shelters as these are a climate-controlled space.

- General visits in the resident room are not permitted, unless granted by the exception of the manager for situation such as end of life care.
- Out of province general visitors are not permitted except for end of life care as arranged with the manager
- To book a shelter visitation appointment, please call the Concordia Place screener phone between 9:15am and 5:00pm at **431-277-5378**
  - screeners are available 7-days a week to book appointments
- Appointments are available daily between 9:15am to 12:00pm and 1:00pm to 5:00pm
  - please note the scheduled appointment time includes a 15-minute arrival time
- Visitors will be screened before entry
- Visitors will be signed in and out for the appointment
- The facility will provide the visitor with a procedure mask that **MUST** be worn for the duration of the visit
- Residents will be encouraged to wear a procedure mask if able
- Visitors **MUST** complete hand hygiene upon entry to the shelter and before/after contact with the health care workers or the shelter environment
- Visitors **MUST** always maintain physical distancing of six feet/2 meters – resident and visitor cannot touch
- Eating and drinking is not permitted in the visitation shelters.

Please reach out to the team during regular business hours, Monday to Friday 8:00am to 4:15pm, if you have any questions.

- Shannon Croft at 204-661-7294
- Amy Anis at 204-661-7217
- Monika Sawatzky at 204-661-7186

[March 18, 2021 Letter to families – LTC onsite visitations during period of increased COVID-19 precautions](#)

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