

Visitation Information Update – December 2022

Due to the ongoing risk of COVID-19 infection for residents in congregate settings with a vulnerable population who have an increased risk for severe illness, a visitation plan remains in place.

Visiting hours: daily 9:30am to 12:00pm AND 1:00pm to 5:00pm (includes weekends and holidays unless otherwise posted).

Please note all designated caregivers and visitors are required to use the medical grade procedure mask provided by the facility.

Designated Caregiver (DC) Visits

- Designated caregivers may continue to visit in the resident room or in locations outside the room with physical distancing from other residents and DC for any length of time during the specific visiting hours noted above

Location	PPE	Maximum	Physical Distancing
DC may accompany resident in locations outside their room, provided physical distancing from other residents/DC's and their presence does not impinge on another resident's ability to participate/move throughout the building	Medical Mask (provided by facility)	Up to 4 may be identified Maximum of 2 may visit at a time	Not required, appropriate PPE must be worn

- Self-screen/screened before entry and be signed in/out of the building, including contact information
- Follow Public Health/Infection Prevention & Control guidance, including hand hygiene and maintaining physical distancing as appropriate.
- Wear a procedure mask provided by the site; staff will advise and provide support if additional precautions/protective equipment is required.

General Visitors – by appointment only

- Appointments are available 7-days a week between 9:15am to 12:00pm and 1:00pm, to 5:00pm; to book, call the screener between 9:15am and 5:00pm at **431-277-5378**

Location	PPE	Maximum	Physical Distancing
Resident Room	Medical Mask (provided by facility)	2 may visit at a time	Is encouraged at all times
Visitation Shelter	Medical mask (provided by facility)	Maximum 2 at a time	Is encouraged at all times

- Self-screen/screened before entry and be signed in/out, including contact information
- Wear provided PPE for the duration of the visit

- MUST complete hand hygiene upon entry to the building or shelter and before/after contact with the facility/shelter environment
- Visitors will also be provided a dated “Visitor” sticker that MUST be worn for the duration of the visit

Off-site visits or leave of absence (not required for essential health care services):

Residents may go on off-site visits or leave of absence.

The following is recommended:

- Physical distancing as best able
- Masks, except for when eating/drinking. Perform hand hygiene and replace mask after removal for eating/drinking
- Direct travel to the destination and return to facility to minimize exposure and contacts
 - In addition, if the destination is a private residence, all individuals at the gathering must not have any cold/flu symptoms commonly associated with COVID-19

Traveling in a vehicle is a high-risk situation for both the driver and the passenger, due to the close proximity of the individuals, the air flow in the vehicle and the time spent in close contact. When leaving the facility in a vehicle, the following is recommended:

- The number of people in the vehicle should be minimized to those considered necessary
- All residents and all drivers/escorts must wear a medical/procedure mask
- During transport, if possible, travel with vehicle windows open.
- Hand hygiene should be practiced often

Please reach out to one of our Clinical Managers during regular business hours, Monday to Friday 8:00am to 4:15pm, if you have questions or concerns about the visiting plan for your loved one, please contact the Clinical Manager Shannon Croft at 204-661-7294 or Amy Anis at 204-661-7217.

Pet Visitation

Designated family caregivers wishing to bring their pet for visitation need to register their pet with the Recreation Department. If interested, please contact Erica at 204-661-7470 to complete a Veterinary Record form (pet’s medical and vaccinations history).

Please note the following:

- Pet visits are not permitted for residents who are on active isolation
- Pets living in a household with someone who is isolation for COVID-19 are not permitted
- Registered pet owners will be provided with a coloured bandana to be worn by the pet or attached to their leash/harness during all visits; this helps team members identify registered pets
- Visiting pets must be kept on a leash at all times
- If a pet displays aggressive behaviour, the owner will be asked to immediately remove the pet from the facility and the individual plan for pet visitation will be suspended or discontinued
- Concordia Place is not responsible for any injury to a pet during the course of a visit Veterinary forms are available at Reception Desk.