

Visitation Information Update – June 30, 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, visitation guidance in the personal care home is often different from the guidance for gatherings in public settings.

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

Designated Caregiver (DC) Visits

- Designated caregivers may continue to visit in the resident room or in the courtyard anytime and 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

- Will be screened before entry and will be signed in and out of the building and be required to provide contact information
- Will be required to follow Public Health/Infection Prevention & Control guidance, including hand hygiene and maintaining physical distancing as appropriate.
- Will be provided with a procedure mask to be worn for while visiting indoors; staff will advise and provide support if additional precautions/protective equipment is required.
- The courtyard is open for designated caregivers and resident visits. To help minimize the spread of COVID-19 visitors using the courtyard are asked to be mindful of the following
 - Remove facemask only if physical distancing can be maintained
 - Residents/Units on quarantine/isolation are not able to go off-unit
- Please note, extended courtyard hours are for independent resident use

General Visitors – by appointment only

- To book an appointment, call the screener between 9:15am and 5:00pm at 431-277-5378
- Appointments are available 7-days a week between 9:15am to 12:00pm and 1:00p, to 5:00pm
- General visit appointments may be booked in the resident’s room, in the shelter or outdoors by the front entrance.

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
Outdoor – front entrance, weather permitting	Not required	Maximum 4 at a time	Is encouraged at all times

- Visitors will be screened before entry and will be signed in and out for the appointment and be required to provide contact information
- Provided PPE must be worn for the duration of the visit
- Visitors 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
- Visitors visiting in the resident room will escorted to and from the resident room for their visit

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

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
 - No one present in the home should be under federal quarantine or isolation

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

Concordia Place is reintroducing pet visits with designated family caregivers/family members who wish to bring in their pet to visit their loved one. Designated family caregivers/family members wishing to participate in pet visitation are required to register their pet with the Recreation Department by completing a Veterinary Record form which indicates their pet's medical and vaccinations history.

Please note the following:

- Pet visits are not permitted for residents who are on active isolation (red or orange zone precautions)
- 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 that is to worn by the pet or attached to their leash/harness during all visits; this helps team members quickly identify pets safe to visit
- 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 responsibility for any injury to a pet during the course of a visit Veterinary forms are available at Reception Desk.

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If you have any questions about pet visitation, or if you wish to register a pet, please call Erica at 204-661-7470