

## **Visitation Information – April 7, 2021**

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
- 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.
- Once the courtyard is open for the season (presently remains closed pending spring clean up), outdoor visits will be supported based on a unit schedule

### **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](#)