



St. Michael's Grove Manor



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*Member of
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Subsidiary of:
St. Michael's HealthCare Services

May 6, 2021

Dear Families,

Last week, Dr. Hinshaw released a new Order (CMOH Order 16-2021), with updated guidelines for indoor and outdoor visitations in licensed supportive living facilities. As per the Order, we presented our residents with an updated risk tolerance assessment and, with the results of that survey, the following changes will come into effect starting **Monday, May 10, 2021**:

Designated Family/Support Persons (DFSP's)

Each resident may now name up to 4 individuals to be their DFSP's. We have spoken with each resident and received the 2 additional names (if the resident wanted to add them).

Indoor Visits

- Indoor visits are still restricted to DFSP's only. Social visitors are still not permitted into the building.
- The only space an indoor visit can occur is in the resident's suite.
- Due to the size of the suites, a maximum of 2 DFSP's can visit at once.
- Visiting DFSP's do not have to be from the same family.
- Unless all visitors are from the same household, a distance of 2M between each person will have to be maintained.
- Any area DFSP's have touched in the suites during a visit must be cleaned/sanitized before leaving. Please bring your own disinfectant wipes (and leave in the resident suite if visiting again).
- Masks must be worn by all visitors during the visit.
- Visitors are not to visit if they aren't well.
- Visitors still need to sign in and contact staff upon arrival (phone number is posted on the door) and be screened. To speed up the screening process, the screening form (attached) can be completed ahead of time. We will take the visitor's temperature upon arrival.
- Visitors need to sign out after the visit is over.

Scheduling an Indoor Visit

- Visits should be scheduled by emailing: grovemanor@smhg.ca. In your email, state the person you wish to visit, the time of your visit and if your visit will be an indoor or outdoor visit.
- All visits need to be scheduled at least 24-hrs in advance.
- For Sat-Sun-Mon-Holiday visits, site needs to be notified by 3pm on Fridays.

Outdoor Visits

- Outdoor visits with anyone (not only DFSP's) can occur with the resident.
- Up to 9 individuals + the resident (for a total of 10 people) can visit together.
- Unless all visitors are from the same household, a distance of 2M between each person will have to be maintained.
- If 2M physical distancing cannot be maintained, all visitors and resident must wear a mask during outdoor visit.
- Outdoor visits can only occur in designated outdoor area in marked area.
- At Grove Manor, an area in front of the building, on the north end of the covered area, has been designated as the outdoor visiting space.
- Outdoor visits in designated outdoor areas must be scheduled.
- A combination indoor/outdoor visit can be scheduled (for DFSP's only).
- Outdoor visits in designated area limited to 1 hr (to accommodate more groups).
- For outdoor visits, 1 person from the visiting group must sign in and contact staff upon arrival and go through the screening process.

- Following the completion of an outdoor visit, the visitor who signed in must return to building vestibule to sign out.
- Upon signing out, visitors will be required to disinfect the outdoor benches/chairs/tables that were used during the visit. Supplies & instructions provided at sign in/out table in building vestibule.

Scheduling an Outdoor Visit

- Those wishing to visit outdoors with a resident must schedule the visit by emailing: grovemanor@smhg.ca. In your email, state the person you wish to visit, the names of the all individuals coming to visit, the time of your visit and that your visit will be an outdoor visit.
- All visits need to be scheduled at least 24-hrs in advance.
- For Sat-Sun-Mon-Holiday visits, site needs to be notified by 3pm on Fridays.

General Visitation Guidelines

- **NEW** – You must wear your own mask before entering the vestibule of the building. You will be given a new, disposable mask during the screening process.
- **NEW** – Faceshields no longer have to be worn during a visit.
- **NEW** – you can pre-fill your screening form before arrival for your visit. Form is attached.
- It is strongly recommended that all eligible visitors choose to be vaccinated to protect not only themselves, but the collective site population.
- Drop-In visits (indoor or outdoor) are not allowed.
- If you visit a resident on a regular basis, a standing visitation schedule should be established. This will save you time in having to book multiple visits. Speak to the Manager if you would like to set up a standing visitation schedule.
- Safe Visitation Guidelines are available for review upon arriving for a visit. For your convenience, they are also attached.
- **Due to staff availability, visits occur only between the following times:**
 - 9:00am – 11:30am
 - 1:30pm – 4:30 pm
 - 6:00 pm – 8:00 pm

Resident Outings

- It is still not recommended that residents go out (leave the facility) unless they have an essential medical appointment. If they do go out, a risk assessment is done upon their return and measures (such as masking in common areas or even isolation) may be put in place.
- Going for a walk around the property is not considered “leaving the facility” and no risk assessment is needed upon return from a walk.

Supplies

- We will continue to accept supplies for residents. If possible, bring them with you during a visit. If not, please **avoid dropping items off during mealtimes** as staff are not available to receive them during these times.

Hair Salon

- The hair salon on site was permitted to remain open, but to residents only and by appointment only.
- Only essential hair services (washes and cuts) are allowed at this time. Colours, perms, etc. currently cannot be offered.

We thank you for your continued support and patience as we implement these new changes. We are all weary and tired of this pandemic and are hopeful that we will soon return to more normal practices. Kindness and understanding towards all our staff and residents is valued.

Regards,
Cate MacDonald, Manager