

Updated May 10, 2021

EVERY TIME there is an update - All DF/SPs and visitors must be educated on Visiting Access Guidelines and sign the Education Sign In Log.

These visiting guidelines are critical public health safety measures and must be implemented and observed by **all** persons to help prevent the spread of Covid-19. Please review this information as it is important that we adhere to the guidelines as set down by the Chief Medical Officer of Health.

At St. Michael's Long Term Care Centre (SMLTCC), the safe visitation policy is:

- Indoor visits are restricted with the following guidelines: up to four (4) Designated Family/Support Persons (DF/SP) can visit based on pre-arranged Standing schedule; and in cases where extenuating circumstances (EC) arise as indicated in detail below. Please contact the Case Manager to make arrangements and to confirm the DF/SP.
NOTE: DF/SP must be identified by Resident or alternate decision maker, and change will not be supported. Children under 14 years of age must be accompanied.
- Visitors are to undergo screening upon entry, including temperature check, remain at least 6 feet (2m) from the Resident whenever possible during the visit and to don all appropriate Personal Protective Equipment (PPE)
- All in-person Social Visits (visits for guests other than the DF/SP) **are suspended at this time.** According to the Risk Tolerance Survey conducted on the first week of May.
- Very Important:** If you are not feeling well on the day of your scheduled visit or if you have any of the COVID-19 symptoms which are new or unusual for you – **it is important to stay at home - do not come to St. Michael's**

<p>Who can come for Indoor Visits?</p>	<p>Indoor visits are restricted to: up to four (4) confirmed DF/SPs can visit based on the Standing schedule pre-arranged with Case Manager (the same schedule every week); and secondly in cases where extenuating circumstances (EC) arise other individuals may be permitted to visit as indicated in details below. Note: If St. Michael's is on outbreak the guidelines may be adjusted</p>
<p>What are extenuating circumstances and how are visits impacted?</p>	<p>Extenuating circumstances include:</p> <ul style="list-style-type: none"> End of life is approaching (Resident is recognized as likely being within their last 4-6 weeks of life) There has been a significant change in the Residents' health status with the Residents' health suddenly compromised Legal or financial matters that require a visit with someone other than a DF/SP <p>Whenever extenuating circumstances exist, other individuals are able to attend indoor visits. All individuals and visits must be coordinated with the Case Manager.</p>

<p>How many people can come to visit at once?</p>	<p>Based on space requirements we are able to safely accommodate:</p> <ul style="list-style-type: none"> • Private room - up to two (2) DF/SPs • Semi-private room - one (1) DF/SP per Resident
<p>Can I take Resident outside for a visit?</p>	<ul style="list-style-type: none"> • Yes, DF/SP can take residents outside during their scheduled visits. • Based on space requirements we are able to safely accommodate up to 5 people (incl. resident) in one outdoor space. • The Patio and Garden area is open so you can sit and visit outside. This area will be available on a first come first served basis and there will be: 5 tables on the Patio ---- 5 tables in the Garden • <u>Please note:</u> you must not occupy the tables designated for Millennium Pavilion. • Must re-enter through the Front Entrance and DFSP and resident must perform hand hygiene. DF/SP must put on a clean mask. • DF/SP must wear mask outside if safe distance (2m) cannot be maintained. • Resident with DF/SP may use the front entrance to exit. Please be mindful and give priority to staff coming to work as they need to be at their workplace on time. • Resident and DF/SP returning from the outside visit do NOT need to undergo screening again, as they do not leave St. Michael's property grounds or the walkway around Northgate Lions Senior Rec Centre.
<p>How long can we visit?</p> <p>To pre-arrange a visit and create a Standing schedule, please contact:</p> <p>1st floor Case Manager - Lia N. 780-472-4790 / LNudelman@smhg.ca</p> <p>2nd floor Case Manager Jackie K. at 780-472-4795 / JKwiatkowski@smhg.ca</p>	<p>Visits will be pre-arranged to ensure a safe number of people on site at once, visitors must arrive and leave within the allotted time. <i>All scheduled visits Monday to Friday at 5:45 pm must arrive punctually as the doors will be locked by 6:00 pm when reception staff leave for the day. Nursing staff are taking care of residents at that time and will not be able to come open the door for visitors who are late.</i></p> <p>Monday to Friday 9:00 am – 11:00 am 11:00 am – 1:00 pm 3:45 pm – 5:45 pm 5:45 pm – 7:45 pm</p> <p>Saturday and Sunday 9:00 am – 11:00 am 11:00 am – 1:00 pm 1:30 pm – 3:30 pm 3:45 pm – 5:45 pm</p>

<p>How often can we visit?</p>	<p>To safely accommodate all requested visits and visitors, a Standing schedule will be created and remain the same from week to week.</p> <p><i>Note: If St. Michael's is on outbreak the guidelines may be adjusted</i></p>
<p>Do I have to wear a mask or eye protection?</p>	<p>To keep your loved one safe, during the visit you must keep your <u>mask on at all times</u>.</p> <p><u>Every visitor</u> will be given a surgical procedure mask and when you arrive and go through the screening process at entry.</p> <p>Only provided masks are allowed to be worn inside by visitors, family or staff.</p> <p>Eye protection for visitors is not required but is available upon request. Glasses are to be left when you exit.</p>
<p>What if I can't make the scheduled indoor visit time?</p>	<p>If you cannot make the scheduled indoor visit time, that is fine, you do not need to notify anyone. However, please do not come at any other time – you will have to wait until your next scheduled visit.</p>
<p>Where do I go to check in when I arrive?</p>	<p>Please arrive at the main Long Term Care Centre entrance.</p> <p>You will need to practice social distancing if there are others waiting to enter, sanitize your hands, apply offered mask, record your arrival, complete a health screening questionnaire and temperature check, take a bag of cleaning cloths, and then proceed to the Resident's room where you will remain for the duration of the visit.</p> <p>Upon completing your visit you must sign out at the front desk and leave through the designated exit door in the cafeteria where you will sanitize your hands, dispose of your mask and sanitize your hands again.</p> <p><u>Note: If you have not done the required education or updates please arrive 10 minutes early especially if your visit is scheduled for 5:45 pm.</u></p>
<p>How can I safely bring items in for the resident?</p>	<p>If you would like to bring items for the resident when you come to visit please:</p> <ul style="list-style-type: none"> • Call Main Reception 780-473-5621 to be added to the drop off log • Leave the items on the table in the vestibule labeled with the residents name and these items will be quarantined for 72 Hrs. This applies to ALL items. • We are able to release items from Monday to Friday only.

	<ul style="list-style-type: none"> You can bring small treats to be consumed by resident during your visit as long as you remove any leftovers. You must not share treat as you are to remain masked at all times.
<p>Anything else I need to know?</p>	<ul style="list-style-type: none"> All visitors are asked to help keep Resident rooms disinfected. At the Front Entrance you will be given a bag with cloths to wipe down all surfaces you have touched in the Resident room during your visit. Bring used cloths, and the plastic bag, back to the signing out area. No food/drink is to be consumed by the visitor during the visit as you are to remain masked at all times. If a visitor has a question or requires an item or assistance s/he should use the Resident’s call-bell system to obtain help. It is important to avoid wandering through the unit looking for staff. Visitors are encouraged to plan ahead and use washroom facilities prior to arriving on site <ul style="list-style-type: none"> If resident is not on isolation, a visitor may use the Resident’s washroom during the visit immediately cleaning and disinfecting all touched surfaces A visitor may use a public washroom located before the cafeteria area once your visit is completed. Visitors must not: <ul style="list-style-type: none"> Visit other residents or travel unnecessarily into hallways or shared spaces, or visit other areas in the home (cafeteria, basement, Four Seasons Lounge, etc.). If visitors do not comply with these guidelines and Public Health Measures, visitation privileges can be suspended temporarily. If visitor is abusive to staff, residents or other visitors, they will be reported and visitation privileges can be suspended temporarily.

Visitor Responsibilities:

<p>All visitors must:</p>	<ul style="list-style-type: none"> Be healthy and not be experiencing any Covid-19 symptoms Be vigilant in protecting the resident by practicing physical distancing, wearing masks in public, following proper hand hygiene, restricting visitors in your own homes, limiting travel in your daily lives, following all restrictions and not visiting if these practices are not being met
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<p>All visitors must (con't...):</p>	<ul style="list-style-type: none"> • Coordinate all visits with the Case Manager, adhere to the Standing schedule, arrive within scheduled time, no later than 5:45pm and leave within scheduled time to allow for safe visitation for other residents • Be Educated and Adhere to and respect visitation guidelines, Public Health rules, and site policies. • Only visit with the resident(s) they are supporting. • Notify the operator of any symptoms that arise within 14 days of visiting with a resident • Be respectful to staff and each other <p>NOTE: St. Michael's may refuse entry if there is reason to believe an individual is not abiding by these responsibilities.</p>
<p>Temporary Restriction of Visits (could occur in case of an Confirmed COVID-19 Outbreak as based on guidelines set out by the CMOH indicating temporary restrictions may be applied if there is imminent danger of a Covid-19 spread)</p>	<p>Visits may be restricted due to:</p> <ul style="list-style-type: none"> • A Risk Tolerance Assessment indicating low/no tolerance to exposure to COVID-19 or low/no tolerance due to increased COVID case levels in the community • A confirmed COVID-19 Outbreak • An inability to safely have more visitors on site <p>Duration and frequency restrictions on visits shall occur in a collaborative manner with MOH, Residents and Families impacted:</p> <ul style="list-style-type: none"> • Social visitors may be restricted temporarily, in outbreak situations, by operators. • Designated family/support persons may be restricted in rare outbreak situations, directed in writing by local Medical Officer of Health or designate leading outbreak response, or Alberta Health Services Communicable Disease Control advising outbreak response. <p>Visiting Restrictions shall be re-evaluated within 14 days</p>

This is a lot of information, but these steps are necessary to keep your loved ones and you safe, and allow your family to spend this precious time together.

As always, thank you for your support, understanding, patience and diligence! Let's be kind to one another.