



Enhanced Family Visiting at Caressant Care

We are pleased to begin the process of opening up our Homes to enhanced visits between visitors and our Residents in both our Long-Term Care and Retirement Homes.



We want to thank you for your co-operation during the COVID-19 Pandemic visitor restriction period. We know how much you missed your loved ones. Our Homes would like to see you enjoy time with your family again. We have developed and set into place some protocols to enhance family visiting. Visits will begin on June 18, 2020 and will occur daily between the hours of 10 am and 7 pm (meal times excluded). Please note that visits will be commencing outside, are weather permitting and may be cancelled at any time.

With the nice weather upon us, we have **designated an outdoor visiting area** for you and your family member for safe visiting.

Here are the steps you need to follow to begin the enhanced visiting experience.

Visitors are defined as being any family member, close friend or neighbour.

1. Please book an appointment to visit by calling the Home you wish to visit
2. Each Resident may receive one (1) visit per week of up to two visitors at a time. If additional space is available, additional visits may be booked

3. Visits will be allotted in timed increments to allow all Residents to have a visit with their loved ones. Please check with your Home on the timing
4. Please only visit your loved one in the designated area and not other Residents
5. The visiting area will be cleaned and disinfected between every visit
6. Please do not arrive until 5 minutes before your scheduled visit - We ask you do not arrive too early so you are not crossing paths with other family members
7. Visitors are to ensure physical distancing (2m/6') with others on the site

We ask you to please follow the steps below to ensure a safe visit:

- Go to the Sign saying 'Family Visiting Area Sign in Station'
- Undergo active screening with successful pass result
- Clean hands using the hand sanitizer provided
- Wait for "**Designated Visitor Liaison**" to invite you to the visiting area
- Wear a mask at all times. You must bring a surgical/procedural mask with you for your visit
- Children under the age of 18 are not permitted to visit during this time
- Do not bring pets or any outside coffee or food for the Resident
- Any packaged items that you would like to leave for your family member should arrive in a wipeable container and be left at the check in table
- Do not embrace physically with your family member.
- Please ensure that you are following physical distancing guidelines and remaining within designated area. Failure to do so may result in your family member being in isolation for 14 days and a Covid-19 test completed. Future visits may be discontinued

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- After blowing nose, touching eyes, mouth, coughing or sneezing and at the conclusion of the visit, clean hands with the hand sanitizer provided
- Exit the home's property immediately at the conclusion of the visit.

Should you have any questions, please speak to the **Designated Visitor Liaison** on duty at your Caressant Care Home. Please note that failing to adhere to any of the guidelines set out for enhanced visiting will result in the discontinuation of visiting privileges.

Welcome back, we look forward to seeing you and we hope to continue to move forward to open up our Homes safely to further visiting in the coming weeks.