



July 21, 2020

Indoor Visits + Essential Caregivers

Dear Families and Friends,

We are very happy to share with you that we will be commencing an indoor visiting and essential caregiver program on July 22, 2020.

We have all been waiting for this moment when our residents will be reunited with their families and loved ones. It has been a long time apart and we want to ensure that we continue to remain virus-free.

Very specific safety strategies are in place in order to ensure the ongoing safety of residents and staff. COVID-19 is still present in the community and presents a real risk to our residents and home. For this reason, we continue to take a slow, stepwise approach to opening our homes. You will be provided with a visitor/essential caregiver information package at your first visit. Please carefully review and follow the directions provided.

To ensure the safety of all, the following requirements are in place:

The indoor visitor must:

- a. Pass active screening every time you enter the home.

NOTE: essential caregivers must pass the home's active screening tool upon entry and exit of the home.

- b. Verbally attest to home staff that you have tested negative for COVID-19 within the previous two weeks and not subsequently tested positive. **The home is not responsible for providing the testing.**

c. Comply with the home's Infection Prevention and Control (IPAC) protocols, including proper use of surgical/procedural masks for indoor visitors. The indoor visitor must always wear the surgical/procedural mask while in the home.

The home will supply the surgical/procedural masks to indoor visitors. **Personal masks or face coverings are not permitted for use during indoor visits.**

d. Use the provided alcohol-based hand rub (ABHR) when arriving at the screening desk, throughout the visit as needed and upon leaving the home's property after the visit.

e. Respect that visits may be cancelled in the event the resident is not feeling well, the home is unable to staff the visit, the home's supply of Personal Protective Equipment is low and/or the home is under precautions due to a suspected or confirmed outbreak.

For Visitors

A maximum of 10 visitors total will be permitted in the home at any given time.

Families/friends of residents will be able to schedule a minimum of one indoor visit per week using the online scheduling platform or by calling the home (please see contact chart at the bottom).

Two visitors per resident at a time will be allowed to ensure physical distancing can be maintained. Families/friends are encouraged to establish amongst themselves who will be visiting the resident weekly.

Visitors may visit with the resident in the designated home area.

Visitors must remain physically distanced – 6 feet from each other, the resident, and others.

Visitors must only visit their resident. Travel to any other areas of the home is not permitted. At this time, Visitors may not use the home's washroom facilities.

Visitors will arrive at the front entrance for active screening. Full name, phone number and resident name to be visited must be provided to the screener. Only visitors on the schedule will be permitted to enter.

Visitors are not permitted to bring pets or any outside beverages, food, plants, flowers, or gifts.

Visiting times will be scheduled in **60-minute allotments**. The schedule will be in effect 7 days a week from 10 am and ending at 7 pm.

Visitors will conclude the visit at the set time and exit the home's property directly thereafter through the front door.

For Essential Caregivers

Essential caregivers will be predetermined with the Director of Care. An essential caregiver will be a family member who can demonstrate that they provide direct care to the resident (i.e. feeding, bathing, exercise, emotional support, cognitive stimulation, etc.) If you wish to be considered as an essential caregiver, please contact the home's Director of Care.

Essential caregivers will be noted on a separate log sheet.

There is no limit to how many essential caregivers a resident may have however, there will only be one essential caregiver with a resident at any time.

The essential caregiver will always wear a surgical/procedural mask. Meticulous hand hygiene must be maintained throughout the visit as well as adherence to all IPAC requirements as directed.

The essential caregiver must only visit with their resident. Visits may commence at 8 am and will conclude at 7 pm.

Six-foot distancing is not required for an essential caregiver and their resident however, the caregiver must maintain 6-foot physical distancing from all other residents and staff.

In the case of a shared room, the essential caregiver must remain on their resident's side of the room only. The essential caregiver may assist in the dining room with their resident only.

Essential caregivers are not permitted to bring pets or any outside beverages, food, plants, flowers or gifts.

Essential caregivers will conclude the visit at the set time and exit the home's property directly thereafter through the front door after completing active screening.

Please note: The indoor visiting and essential caregiver program will be cancelled if the home is in a suspected or confirmed outbreak.

Outdoor visits will continue in the current format. Attestation to a negative COVID-19 test is no longer required. Two visitors may now visit at a time.

Virtual visits will continue according to the current guidelines.

Thank you for your ongoing support and cooperation as we continue to open our homes up to visiting. Should you have any questions, please speak to the home's Executive Director or Director of Care.

We are so happy to see you again!

Thank you for your support, patience and understanding during these unprecedented times.

Contact information for Caressant Care Homes

Home	Phone number
Arthur LTC Arthur Retirement	519-848-3795 519-848-3796
Bourget LTC	613-487-2331
Bonnie Place LTC Bonnie Place Retirement	519-633-6493 519-633-6494
Cambridge Country Manor LTC	519-650-0100
Cobden LTC Cobden Retirement	613-646-2109 613-646-2976
Courtland LTC	519-688-0710
Fergus LTC Fergus Retirement	519-843-2400 519-843-5068
Harriston LTC Harriston Retirement	519-338-3700 519-338-3482
Listowel LTC Listowel Retirement	519-291-1041 519-291-1281
Lindsay LTC Lindsay Retirement	705-324-1923 705-324-1914
Maples Home for Seniors LTC	519-655-2344

Home	Phone number
Maples Retirement	519-655-2851
Marmora LTC Marmora Retirement	613-472-3130 613-472-3134
Mary Bucke LTC	519-633-3164
McLaughlin Road LTC	705-324-0300
Woodstock LTC Woodstock Retirement	519-539-6461 519-539-6912