

## **For Residents, Families, and Staff of Homeland Housing**

Over the past several weeks, the Health Ministry has been consulting with residents, employees and families in continuing care settings to find a balance between keeping residents safe and allowing increased visitation and connection with loved ones. In response to these consultations, the Chief Medical Officer of Health has released Order 29-2020 outlining a shift from a **'restrictive' to a 'safe' visiting model** for those living in supportive living and lodge settings. This shift balances the need to protect residents and staff from the virus while combatting the rise in depression, loneliness, lack of social interaction, and health complications arising from the COVID-19 pandemic.

While the shift from restrictive to safe visiting is welcome news, we cannot ignore the increase of COVID-19 infections across Alberta over the past several days. As of July 22, Albertans have seen the **highest total of COVID-19 infections in more than two months** and the province is positioned to have the highest number of per capita cases in Canada. **With the introduction of indoor visits, the risk of residents contracting COVID-19 increases**, so now more than ever, we need to work together to limit the spread of this life threatening infection to our seniors and those living with chronic illness.

In response to Order 29-2020, Homeland Housing will implement the following indoor and outdoor visiting practices **effective for TUESDAY July 28, 2020**.

### **Designated Family and Support Persons**

- Each resident may designate **up to two adults** who are essential in supporting the mental and physical health of their loved one.
- Designated Family and Support Persons may access the lodge for **indoor visits**.

### **Indoor Visits**

- Indoor visits are restricted to a **maximum of two individuals** and may include the Designated Family or Support Person and a **guest**. The Resident or Designated Family or Support Person must provide the site with the name, address, and telephone number of the **guest** when booking an appointment and the Designated Family or Support Person must be in attendance with the guest during the visit.

- Visiting hours for Designated Family and Support Persons is from 12:30 pm to 8:00 pm daily.
- Designated Family and Support Persons have access by appointment and are encouraged to establish a consistent schedule wherever possible.
- Please book your visit at least 24 hours in advance. Appointments can be booked by site reception between 9 am to 4 pm weekdays and 12 pm to 4 pm on weekends.
- There is **no restriction** on the number of **times or duration for visits** in resident rooms/suites.

## Where Can I Visit Indoors?

- At this time, indoor visits are restricted to the **resident's room/suite**. This will be reviewed further in early September.
- Visitors may not access recreation areas, dining rooms, and other common areas for infection control reasons.
- Visitors are asked to observe signage and maintain physical distancing with residents and staff.

## Safe Indoor Visiting Guidelines

- If you are feeling unwell, **do not visit**. COVID-19 is a highly contagious illness spread through respiratory droplets from our nose and mouth when we cough, sneeze, talk, sing or breathe harder after physical exertion.
- Visitors will be screened upon entry and each time they visit. The screening

includes a health questionnaire and having your temperature taken.

- Disposable face masks must always be worn during your visit. Wearing a face mask protects those around you. Homeland Housing will provide you with a disposable face mask upon entering the lodge.
- All Designated Family/Support Persons and guest must wear **Homeland Housing provided appropriate personal protective equipment (PPE)** as needed or directed by staff.
- Practice hand hygiene: wash your hands or use hand sanitizer upon entering and leaving the site.
- Visitors are required to sign in and out for each visit. This information is used by Alberta Health Services for contact tracing in the event of a COVID-19 outbreak.
- Gifts for residents are permitted. We ask that food gifts are contained in a wipeable plastic container.
- Visiting children/minors are not allowed indoor visits at this time.
- Visiting pets are not allowed for indoor visits at this time.
- Designated Family and Support Persons are expected to observe and follow safe visiting practices. These include observing all signage, following instructions from staff using personal protective equipment, and practicing physical distancing.
- Individuals breaching safe visiting guidelines will be asked to leave the site and further indoor visits may be suspended.

## Outdoor Visits in Designated Areas

- Outdoor visits **no longer require** the Essential Designated Visitor to be in attendance.
- Up to **four people, including children** may visit at a time.
- Children must be accompanied by someone over 18.
- Designated outdoor visits are **available daily**. Please contact your site to confirm hours and availability.
- Outdoor visits **continue to be scheduled** by calling the site between 9 am to 4 pm weekdays and 12 pm to 4 pm on weekends.
- Outdoor visits can be scheduled by the resident or **any person(s) wishing to visit**. **The Essential Designated Visitor no longer** needs to book the appointment nor be in attendance during the outdoor visit.
- Visitors and the resident must wear a face mask if physical distancing is not practical. Disposable face masks are provided by Homeland Housing.
- **Pets are welcome to visit** in the designated outdoor visiting area. Pets must be on a leash and under the control of their human at all times.

## Residents Visiting Off Site

- We ask that Residents are mindful when visiting off site in the community. Being out in the community presents a risk of contracting COVID-19 and spreading it to your family, your resident neighbours, and staff.

- Wear a disposable face mask at all times when in the community and ask anyone you may be with to wear a mask as well. Face masks are available at reception.
- Practice hand hygiene. Use hand sanitizer upon leaving and returning to the lodge.
- Practice physical distancing. Wherever possible, maintain at least 2 metres (6 feet) from others.
- Self-monitor your health and how you are feeling. Immediately report to a staff member if you are feeling unwell or have a new or worsening cough, vomiting, diarrhea, fatigue, or fever.
- Upon return to site, staff will ask you to complete a health questionnaire and take your temperature.
- Do not share food or drink with others.
- Overnight or extended stays with family and friends are discouraged at this time. If you choose an overnight or extended stay, you are **required to self-isolate for 14 days** upon your return to the lodge.
- 14 day self-isolation is **required** if you away from the site for more than 24 hours. This includes a return after hospitalization.

## What Happens if there is a confirmed COVID-19 Outbreak?

In the event of a **confirmed** COVID-19 outbreak at your site, indoor visits will be modified or cancelled. All residents, designated family/support persons, and staff will be notified.