

Visiting Guidelines for Heritage Place Supportive Housing During the COVID-19 Pandemic

On September 2, 2020, the Ministry of Long-Term Care announced an update in Long Term Care Homes. As a result, effective September 9th, 2020, the Visiting Guidelines at Heritage Place have been updated.

Your 3 options for visiting are as follows:

Option #1 – Safe Virtual Visit – Low Risk

Virtual Visits are 20-30 minutes and must be booked by contacting Kelly Ritchie at kritchie@ioof.com. We are able to use FaceTime, Zoom and Skype. You must have a device or computer that is compatible for using these apps. More information can be found on our website at <http://www.ioof.com/covid-19#.XuVHi9VKgkl>

Option #2 – Outdoor Visit – Moderate Risk

Outdoor visits are permitted without a COVID-19 test. Residents may invite a maximum of 2 visitors per household, per visit. Visitors and Residents MUST wear a mask and adhere to the 6 feet social distancing requirement. Outdoor visits do not have to be scheduled. Special arrangements can be made for larger groups for special occasions. If you wish to have an outdoor visit with more than 5 people, please email Kelly Ritchie at kritchie@ioof.com.

Option #3 – Indoor Apartment Visits – High Risk

ALL Indoor Apartment Visits MUST be booked in advance. To schedule an Indoor Apartment Visit please email Kelly Ritchie at kritchie@ioof.com

Indoor Apartment Visits/Essential Care Giver* Visits are up to 2 visitors per Resident per week with unlimited weekly visits for both visitors. There will be **NO DROP IN VISITS**. Weekend visits must be booked **before Friday at 2pm**.

Prior to each visit, ALL Visitors must:

- Have a COVID test that has come back negative within 14 days of each visit (please share a copy or screen shot of your negative result that includes the date tested, your result and your name clearly visible in the document). Please provide a contact phone number upon booking for contact tracing for Public Health purposes in the event of an outbreak.

- Children under the age of 14 must be accompanied by an adult (and also require a COVID test with a negative result) and will be considered 1 of the 2 permitted visitors for that week. Children over the age of 5 must wear a mask. No visiting pets allowed.
- Visitors will arrive 10 minutes prior to your booked time (there will be no booked visits between the hours of 1:30pm-2:30pm in order to avoid staff shift change) and be screened at the LTC Home (10 Brooks Street). You should receive a card that says you've been screened with your temperature on it (if you do not receive one, please ask for one), you will then come down to Heritage Place and call the Support Staff from your personal phone or on the white phone inside the vestibule (ext 335), they will come down to let you in, where you will present your "Proof of Screening" card. You will then proceed to sign the Visitor Log book in the front lobby (also attesting that you have received a negative COVID test).
- There is no time limit as to how long you can stay in the apartment for your visit (however, there are no overnight visits) and you are free to come and go from the building during your visit. Both Resident and Visitor MUST wear masks and try to adhere to the social distancing requirements of 6 feet. For Indoor visits, Visitors are only allowed to be in the Resident's apartment. Sitting in common areas or with other Residents inside the building is not permitted. You do not need to be screened out after your visit. If you are taking the Resident off the IOOF premises, you must sign the Resident out in the Resident Sign-Out Log book.

(iii) Any non-adherence to these rules will be the basis for discontinuation of visits.

Please note that Visitors that are determined to be an *Essential Care Givers (persons performing essential support services ei food delivery, maintenance or health care service (eg phlebotomy) or a person visiting a very ill or palliative Resident) must complete a form which can be obtained from the Housing Administration Office and must be approved by Mary MacDougall.

It is understood that should Heritage Place be in Outbreak, No Visits Outdoor or Indoor will be permitted.