

June 26, 2020

Personal Care Home On-site Indoor Visitation during Very Low Levels of COVID-19

Dear Elders and Families,

Across Canada, the risk that COVID-19 poses to the residents of personal care homes (PCHs) is clear. Efforts to prevent, quickly identify and contain “outbreaks” of COVID-19 continue to be vital to protecting populations that are most vulnerable to serious outcomes from this virus. We know that family is integral to the overall health, well-being and quality of life of the Elders within our Home. However, while preventing the spread of this virus within our facilities remains a central priority, the likelihood that COVID-19 will be a part of our ‘new normal’ for a longer duration requires us to find a longer-term balance between preventative measures and the many benefits of ongoing interaction between our Elders and their loved ones.

Accordingly, this is to advise that while levels of COVID-19 remain very low we will be supporting limited on-site, indoor visits at River East Personal Care Home with the following considerations:

Outdoor will continue and will be the preferred method of visitation including virtual visits until such time a more permanent space is provided, as mentioned by Minister Friesen.

Designated visitors may be identified to visit, with visitors recommended to be limited to one **(1) per visit**. You may use the same list as those names presented for outdoor visits. As with outdoor visits, pets are not allowed.

Visits are by appointment only, in a location close to the entry of the home, determined by the PCH and with no visitation with other Elders. We will only have 1 designated indoor space for visits. Families will not be able to access their loved ones suites or any resident area.

Indoor visits are the exception. These visits are designated for use when outdoor visits are deemed no longer conducive. These are Elders with significant hearing impairment, those who are distressed by going outdoors or those where the outdoor space poses a risk to the Elder. There will be a limited amount of availability for these visits. There may be a potential to utilize the indoor space during scheduled outdoor visits when the weather is not cooperating.

Visitors will be screened before entry, including assessment for symptoms or known exposure to COVID-19 prior to entry. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms.

Restrictions apply to visitors who have travelled outside of Manitoba within the past 14 days (excluding travel to Western Canada, the Territories and Ontario west of Terrace Bay).

Designated visitors are to bring and wear a non-medical mask for the duration of the visit.

Designated visitors will be escorted to the designated visit location and are asked to minimize contact with surfaces.

All visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 metres apart). Visits may be suspended if designated visitors do not comply with these measures.

Visits will be 15 mins in duration.

We are hoping to begin these visits mid July. As we do not currently have an acceptable indoor space we are looking at some structural changes to accommodate the visits. We will notify you of the start date once it is determined.

These additional indoor visits will not replace current visits for compassionate care and End of Life care.

We value the ability to offer visitations for families to connect in an environment that is respectful, positive and collaborative. Seeing our loved one's can be emotional, and we are here to support you during this difficult time. We ask all visitors to conduct themselves in a respectful manner toward our team members and others who are visiting.

Protecting the health of your loved ones and our team members remains our top priority. It is worth noting that since the mid-March visitor restrictions began our home has not experienced an outbreak of any type. This emphasizes the continued need for close monitoring of visits, enhanced cleaning, disinfection and use of PPE.

Regular assessment by public health officials of the impact and evaluation of the need for adjusted visitor restrictions will continue as developments evolve. In collaboration with Public Health, PCH Operators will determine the need to suspend all visits in the case of a confirmed/potential COVID-19 outbreak in the facility or local area or upon the direction of the Chief Provincial Public Health Officer.

Thank you for your cooperation and understanding. As always, please feel free to contact our Leadership team with any questions you may have. Have a wonderful warm weather weekend.

Sincerely,

Kim Rohm
Administrator