

# Designated Family/Support Persons

## GUIDELINES

### Indoor Visit with Designated Family/Support Persons (DFSP)

- Residents/decision-makers can designate up to 4 people including children as a resident's Designated Family / Support Person (DFSP).
- Allows for up to FIVE (5) people during each visit, including the resident. Children under 14 years of age must be accompanied.
- Continuous masking is required while inside the community.** Masks are not required for children under 2 years of age.
- If DFSP's visiting are from different households, physical distancing is required.**
- There will be no temporary replacement of designated support persons, except in extenuating circumstances.
- Visitors can bring homemade/purchased gifts (no food). Depending on visitor's risk level, gifts may be disinfected or quarantined.
- Visitors from a household with a [low to medium risk of unknown exposure](#) can bring one (1) pet that is house trained, behaved, leashed, and shows no signs of illness. Visitors must inform AgeCare when booking and adhere to our Pet Policy.
- Visits will not be supervised.

### Screening Process

- All visitors must understand the [risk of unknown exposure](#) for themselves and residents and assess health before visits (see page 2).
- When entering, visitors must be screened and follow ALL safe visiting practices and COVID-19 protocols.
- Rapid Antigen Screening is available for visitors at all sites.** All visitors are encouraged to be screened for COVID-19 when possible. [View RAS Clinic hours.](#)
- Visitors must notify AgeCare if any symptoms arise within 14 days of visit.

- Entry may be refused if a visitor is not abiding by their responsibilities.
- Risk of transmission increases with physical touch. Visitors should only practice safe physical touch after hand hygiene. Stop all contact and inform staff if you become symptomatic.
- Risk level of physical touch for unknown exposure to COVID-19:
  - Low risk** visitor may engage in safe physical touch with resident.
  - Medium risk** visitor may engage in safe physical touch if resident accepts the high risk.
  - High risk** physical touch is not recommended unless visitor is providing direct resident care and wearing PPE.

### Time

- Our communities and designated visiting spaces have a maximum capacity to allow for physical-distancing, so they must be booked in advance.
- Visits must be booked in advance and during reception hours** to ensure staff can provide a health screening. (see page 2).

### Location

- If a resident is in a private room, visits can occur in the resident's suite.
- If a resident is in a shared room, an agreement is required between both residents and families to share the risk of visiting. If not, a designated visiting space will be provided.
- Each community will have additional indoor/outdoor spaces available. Spaces must be booked in advance to allow for physical distancing between other residents and their visitors.

# Designated Family/Support Persons

## CHECKLIST

### Planning for Your Visit

#### Before Visit

- ☐ Resident has designated you for indoor DFSP visits.
- ☐ Call your AgeCare Community to reserve visiting time.
- ☐ Review required educational materials (see page 3)

City	Community	Phone	Indoor Visit Hours
Brooks	Orchard Manor	403-362-6188	Daily, 10 am – 4 pm
Brooks	Sunrise Gardens	403-794-2105	Daily, 10 am – 4 pm
Calgary	Glenmore	403-253-8806	Daily, 10 am – 7 pm
Calgary	Midnapore	403-519-9397	Daily, 10 am – 7 pm
Calgary	Millrise <i>Currently managed by AgeCare</i>	403-410-9155	Daily, 10 am – 7 pm
Calgary	Seton	587-391-4606	Daily, 10 am – 7 pm
Calgary	SkyPointe	587-619-6363	Daily, 10 am – 7 pm
Calgary	Walden Heights	403-873-4713	Daily, 10 am – 6 pm
Lethbridge	Columbia	403-320-9363	Daily, 10 am – 4 pm
Medicine Hat	Valleyview	403-526-7000	Daily, 10 am – 4 pm
Strathmore	Sagewood	403-361-8000	Daily, 10 am – 7 pm

#### Day of Visit

- ☐ Assess your health to ensure you are not experiencing symptoms.
- ☐ Review and understand [risk of unknown exposure](#) to you and your loved one.
- ☐ Bring mask (if you plan on practicing safe physical touch, bring 2<sup>nd</sup> mask).
- ☐ Bring pen to complete paperwork.

#### When Arriving

- ☐ Complete hand hygiene.
- ☐ Put on mask.
- ☐ Provide name and contact information.
- ☐ Complete Health Assessment Screening.
- ☐ Have temperature taken.
- ☐ Go directly to resident's suite or designated visiting space.

#### When Leaving

- ☐ Wear mask or, if you practiced safe physical touch, put new mask on before leaving room.
- ☐ Let reception team know you are leaving.
- ☐ Remove and discard of mask in designated area.
- ☐ Complete hand hygiene.

# Indoor Visit Education Materials

5 Minutes of Education

## Take 5 Minutes to Make Your Visit a Safe One

To keep you and your loved one safe, please **review these 4 educational videos before your visit**. When signing in, visitors are required to acknowledge that they have reviewed education materials before their visit.

**If unable to review beforehand, follow these steps when arriving for visit:**

1. Open camera on phone and hold device so the code appears in viewfinder  
*A poster with the code will also be available at your AgeCare community*
2. Tap notification that appears on screen
3. Watch all 4 videos then complete form and press 'submit'



CODE

### Physical Distancing

1 minute video



### Masks: Donning & Doffing

1.33 minute video



### Washing Hands with Soap & Water

1.25 minute video



### Washing Hands with Sanitizer

1 minute video



### BONUS Material

[“Staying Safe out in the Community”](#)  
One Minute of Learning (PDF)

