

Outdoor Visit GUIDELINES

Outdoor Visit

- Allows for up to TEN (10) people during each visit, including the resident.
- Visitors can be any age but children under 14 years of age must be accompanied.
- Outdoor visits may be restricted temporarily if there is an outbreak or the resident is in isolation.
- Visitors can bring homemade/purchased gifts (no food). Depending on the 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](#) to COVID-19 for themselves and residents and assess health before visits.
- Visitors complete proper hand hygiene and bring and wear a mask. Masks are not required for children under 2 years of age.
- If in order to get to the designated outdoor visiting space, you need to go through the building, visitor screening has to occur.
- Visitors must notify AgeCare if any symptoms arise within 14 days of visiting with a resident.
- Entry may be refused if an individual is not abiding by responsibilities.

- Risk of COVID-19 transmission increases with physical touch. Visitors must practice safe physical touch and only while wearing masks and practicing hand hygiene. Stop close contact and inform staff if residents/visitors 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

- Outdoor visits must be booked in advance to allow for physical distancing between other residents and their visitors.
- **Visitors must notify reception preferably 48-hours in advance but at least 24-hours to book a time slot.**
- Alternatively, visitors are encouraged to set a standing time each week with reception, in which case they do not need to call beforehand.
- Outdoor visits can occur at any time **during reception hours** to ensure someone is available to provide a health screening.

Location

- Outdoor visits will continue to occur in designated outdoor spaces.
- Designated outdoor spaces will have a maximum capacity to allow for physical-distancing, so they must be booked in advance as per the “timing” section above.
- Visitors may not come into the building to use the washroom from outdoor visits.

Outdoor Visit CHECKLIST

Planning for Your Visit

Before Your Visit

- ☐ Speak with the resident about the date/time they would like you to come.
- ☐ Notify reception of your upcoming visit preferably 48-hours in advance but at least 24-hours.

On the Day of Your Visit

- ☐ Assess your health to ensure you are feeling well and not experiencing any symptoms (fever, cough, shortness of breath, sore throat, runny nose, generally feeling unwell).
- ☐ Review and understand the [risk of unknown exposure](#) to you and your loved one.
- ☐ Bring a mask (if you plan on practicing safe physical touch, bring a 2nd mask to wear home).
- ☐ Bring a pen to complete the required paperwork, including the screening process.

When You Arrive

- ☐ Complete hand hygiene.
- ☐ Put on mask.
- ☐ Provide name and contact information to the reception team.
- ☐ Complete Health Assessment Screening.
- ☐ Have temperature taken.
- ☐ Go directly to the designated outdoor visiting space as advised by the Reception team.

When You Leave

- ☐ Let the reception team know you are leaving.
- ☐ Remove and discard of mask in designated area.
- ☐ Complete hand hygiene.

City	Community	Phone	Outdoor Booking Line 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, 8 am – 7 pm
Calgary	Midnapore	403-873-2612	Monday - Friday., 8:30 am – 4 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 – 6 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	Mon. – Fri., 8 am – 8 pm Sat. – Sun., 8 am – 4 pm