

Indoor Social Visit GUIDELINES

Indoor Social Visits

- Allows for up to FIVE (5) people during each visit, including the resident, but **MUST** be from the same household.
- **Continuous masking is required while inside the community.** Masks are not required for children under 2 years of age.
- Visitors can be any age but children under 14 years of age must be accompanied.
- Indoor 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](#) 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 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

- 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 social visit spaces available. Spaces must be booked in advance to allow for physical distancing between other residents and their visitors.

Indoor Social Visit CHECKLIST

Planning for Your Visit

Before Visit

- ☐ Resident has agreed to your visit – is informed.
- ☐ 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 2nd 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 Social 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)

