

Visitation Guidelines

AgeCare Harmony Court Care Centre

It is no longer a requirement to pre-book your visits with a resident in the care centre.

It is strongly recommended that long-term care visitors are fully vaccinated with two doses (the second dose received a minimum of two weeks prior).

Fully Immunized

- Must wear a medical mask in all indoor public/common areas, including to and from the resident's room.
- Can remove mask while visiting the resident in their suite or designated area.

Not Immunized or Partially Immunized

- Must wear a medical mask at all times, including visiting with the resident in their suite or indoor public/common areas.

Time

To allow for screening, visiting hours are:

Monday through Sunday

9:30 am to 12:00 pm

1:30 pm to 5:00 pm

6:30 pm to 8:00 pm

Location

- Visits can occur in the resident's suite, designated areas, or outside.
- Whenever possible, residents residing in shared suites-(semi-private), visits should occur in an designated area or outside. If the visit is occurring in a shared suite, the number of visitors may be limited to maintain physical distance from the other residents.

Screening Process

- **When entering, visitors must be screened and follow ALL safe visiting practices and COVID-19 protocols.**

- Confirm you have reviewed the education materials (see page 2). If this has not been completed, you will need to review this prior to your visit.
- All visitors must understand the risk of unknown exposure for themselves and residents and assess health before visits (see page 2).

Information

- Consideration of resident needs and well-being should inform the maximum number of visitors at one time in support of meaningful visits.
- Visitors can bring homemade/purchased gifts (no food). Depending on the visitor's risk level, gifts may be disinfected or quarantined.
- During an outbreak, social visits may be cancelled; however, essential visits will remain in place.
- Physical touch can occur between visitor and resident only after hand hygiene and while wearing a mask. Stop all contact and inform staff if you become symptomatic.
- Risk of transmission increases with physical touch. 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 visitor physical touch is not recommended unless visitor is providing direct resident care and wearing PPE.

Visitation Checklist

Planning for Your Visit

Before Visit

Make Your Visit a Safe One

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

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



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
2. Tap notification that appears on screen
3. Watch all 4 videos then complete form and press 'submit'



CODE

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.
- Wear a mask before entering the building.
- Bring pen to complete paperwork.

When Arriving

- Remove current mask.
- Complete hand hygiene.
- Put on new medical mask provided.
- Provide name and contact information to screener.
- Complete Health Assessment Screening.
- Have temperature taken.
- Go directly to resident's suite or designated area.

When Leaving

- Keep mask on and hand sanitize before leaving room.
- Let the nurse know you are leaving.
- Have the screener take your temperature.