

# Social Visit Guidelines

## AgeCare Harmony Court Care Centre

### Information

- Up to TWO visitors, plus a child, will be allowed to visit at a time.
- Harmony Court Care Centre has a limited number of visitors per day to manage flow and safety.
- Allows for physical touch to occur between visitor and resident with appropriate Infection Prevention and Control (IPC) measures in place including hand hygiene and masks.
- Visits will not be supervised.
- Visitors can bring homemade/purchased gifts (no food). Depending on visitor's risk level, gifts may be disinfected or quarantined.
- Medical Masks are required for all social visits – indoor and outdoor.

### Screening Process

- All visitors must understand the [risk of unknown exposure](#) for themselves and residents and assess health before visits (see page 2).
- Confirm you have reviewed the education materials on physical distancing, masks, and hand hygiene (see page 3). If this has not been completed, you will need to review this prior to your visit.
- **When entering, visitors must be screened and follow ALL safe visiting practices and COVID-19 protocols.**
- Visitors must notify AgeCare if any symptoms arise within 14 days of visit.
- Entry may be refused if an individual is not abiding by all infection prevention protocols.
- Risk of transmission increases with physical touch. Visitors must practice safe physical touch only after hand hygiene and while wearing a mask. 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

- The number of people in the community at a given time is limited to ensure physical distancing.
- **Visits must be booked in advance** to ensure staff can provide a health screening. (see page 2).
- During an active COVID-19 outbreak, social visits will not be allowed.

### Location

- Visits can occur in the resident's suite.
- Outdoor visits **MUST** align with current Provincial Health Officer (PHO) guidance for gatherings in public.

# Social Visit Checklist

## Planning for Your Visit

### Before Visit

- Call to reserve visiting time.
- Review required educational materials (see page 3)

**Booking Line Open:**  
**Sunday – Friday 10 – 4 pm**  
Call (604) 527-3328

### 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 visiting space.

### When Leaving

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

# 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)

One Minute of Learning:  
A Special Edition for Families



Volume 10, Issue 7.1

JULY 2020

#### Staying Safe Out in the Community



Corona virus seems to be here for awhile and the influenza season will be here before you know it. As we learn to navigate the new way of living

and visitors to see their loved ones. With the changes, residents and families will accept and work with us to minimize the risk of exposure to and stop the spread of the COVID-19 virus.