

Indoor Visit Guidelines

During High Case Numbers & State of Public Emergency

Indoor Visit with Designated Family/Support Persons

- Residents/decision-makers can designate up to 2 adults over the age of 18 for indoor visits (family member, friend, companion, volunteer, support worker, power of attorney/trustee, agent, legal guardian, or other).
- Each community has a limited number of visitors per day to manage flow and safety.
- **During each visit, there can be only 1 designated family/support person.**
- There will be no temporary replacement of designated support persons, except in extenuating circumstances.
- We strongly advise designated family/support persons evaluate their need to be physically present, based on the resident's need
- Indoor 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.

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.**
- Visitors must notify AgeCare if any symptoms arise within 14 days of visit.
- Entry may be refused if an individual is not abiding by responsibilities.
- Risk of transmission increases with physical touch. Visitors must practice safe physical touch, wearing masks and after hand hygiene. Stop 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 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 will 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.

Indoor Visit Checklist

Planning for Your Indoor Visit

Before Visit

- Resident has designated you for indoor visits.
- Call 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 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



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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.