

Outdoor Visit GUIDELINES

Outdoor Visit

- Scheduled outdoor visits have increased to groups of up to 5, including the resident, and can include visitors of all ages.
- Outdoor visits will not be supervised by AgeCare staff or volunteers.
- Visitors are permitted to bring one pet that is house trained, behaved, leashed, with no signs of illness, that does not come from a household at high risk of exposure to COVID-19, and must inform reception when booking that they are bringing a pet.
- Visitors are permitted to bring homemade or purchased gifts. Depending on the visitor's risk level, some gifts may need to be cleaned/disinfected by the visitor or quarantined for a period of time.

Screening Process

- All visitors must understand the [risk of unknown exposure](#) to COVID-19 for themselves and residents and assess health before visits.
- Visitors must complete proper hand hygiene, and bring and wear a mask.
- If in order to get to the designated outdoor visiting space, you need to go through the building, screening has to occur.
- Screened visitors must provide their name and contact information, and follow safe visiting practices, which include receiving a health assessment screening, and having their temperature taken.
- Visitors must notify AgeCare if any symptoms arise within 14 days of visiting with a resident.
- 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

- To ensure adequate physical distancing can be achieved, we are required to control the number of people in designated outdoor visiting spaces at a given time.
- **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 Outdoor 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.

| 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 |

- 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 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.