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## *Niagara Ina Grafton Gage Village*

# **M E M O R A N D U M**

**Date:** July 17, 2020  
**To:** Family Members of Long-Term Care Residents  
**From:** Jane Schram, Director of Care  
**Re:** **Long-Term Care Resident Visits**

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Important information regarding Long-Term Care resident visits is outlined below. Please note that visits are only acceptable if the facility is not in an outbreak.

### Effective Immediately

Outdoor visits:

- two visitors at a time are allowed
- a Covid-19 test is no longer required
- the remainder of the protocols remain in place: an appointment must be booked by calling Ext. 243, screening and a temperature check are required before and after each visit, and visits will continue to be supervised. A 2 metre/6 foot distance must be maintained and a mask must be worn.

We are currently working on a protocol for indoor visits. Please keep in mind that you will be required to attest that you tested negative for Covid-19 within the previous two weeks of the visit and not subsequently tested positive. Please continue to check our website for detailed information regarding the protocol and date of initiation.

A few things to keep in mind as we prepare for indoor visits:

- We are to provide equitable access to visits fairly for all residents. Depending on the requests, we may have to limit them to one visit per week per resident, either outdoor or indoor, but not both.
- We must consider the staffing and space capacity to maintain the safety of our residents, our staff, and visitors. This includes infection control practices.
- We have the discretion in scheduling and at any time may regulate the number of visitors to the home.

We truly understand how difficult this has been on our residents and their family members and friends. This has also been very challenging for our facility and staff.

Please be reminded of the following expectations:

- Be respectful of the staff when you are communicating with them, either by phone or during your visit. Verbal abuse including the use of profane language and yelling, etc. is not appropriate or fair to our staff.
- The purpose of the visits is for you to spend time with your loved one and to make it a meaningful and positive experience.
- Concerns/questions should be addressed to the nursing staff at Ext. 231. Please do not address issues during your visit.
- Be respectful of your allotted time and arrive early in order to be screened. If you are late for your visit, we will not accommodate you by lengthening your time slot as another visitation may be booked after you.
- We will try our best to confirm your booked date and time prior to the visit in order to avoid any conflicts.

Any non-adherence to these rules will immediately result in the ceasing of the visit and discontinuation of future visits.

A handwritten signature in cursive script that reads "Jane Schram".

Jane Schram  
Director of Care

JS/mj