

June 15, 2020



HERITAGE
PLACE

COVID-19 Update #12

Dear Residents, Families, Friends, Staff:

"Thanks to the hard work of our frontline workers and the collective efforts of everyone in stopping the spread, we can now allow families to reunite with their loved ones safely and in person with strict public health measures to protect residents, visitors and staff," said Premier Ford. "But I ask everyone to be cautious and act responsibly as the battle to contain COVID-19 is not over and the risk to our loved ones still remains."

I couldn't agree more with Premier Ford's statement that we must be cautious and act responsibly. This update will confirm the recent announcement from the Ontario government that family and friends will be allowed access to retirement homes beginning June 18th. As Heritage Place plans to implement a gradual implementation of re-opening our home, it is our expectation that residents and visitors will respect the guidelines put forth as they relate to compliance issued by the RHRA and Ministries of Health, both provincial and local, as well as our internal policies. With the possible spread of COVID-19 still presenting a threat to congregate living facilities, it is imperative that we continue to enforce strict guidelines with respect to proper infection control procedures and protocols in order to protect, YOU, our most vulnerable. While we are extremely happy to welcome visitations, Heritage Place will proceed gradually, one step at a time and every effort will be taken to ensure the health and safety of all.

PLEASE READ CAREFULLY. YOUR COMPLIANCE IS EXPECTED.

ALL VISITORS:

- must pre-arrange visits 24 hours in advance and adhere to the visiting time restrictions. Visitations will begin with **one visitor at a time**. We strongly recommend limiting the number of visits.
- must call HP's main number to be directed to our scheduling desk to make an appointment.
- are subject to strict health and safety protocols.
- must pass active screening every time they visit and **confirm with screening staff that they have been tested and received negative results for COVID-19 within the previous two weeks**.
- must enter through the front door. Patio entrances are prohibited as well as entrances through building exit doors.
- will be provided education on all required protocols at the active screening table upon entrance and must agree to the meeting arrangements whether indoor or outdoor prior to the commencement of their visit.
- must be compliant with the infection prevention and control protocols (IPAC) with hand hygiene, proper PPE, and physical distancing during both inside and outside visitations.
- must provide, bring, and wear the required face covering during all visits. If the visit is indoors, a surgical/procedure mask must be worn at all times. Cloth face coverings outside. **No mask, no visit. Heritage Place is unable to provide surgical/procedure masks to visitors.**
- must agree to visit only one resident per visit in the building. If a visitor wishes to visit more than one resident, a separate visit should be scheduled.
- must agree to identify to staff any items brought into the home for the resident so they may be disinfected by staff, if appropriate.
- must be logged by staff, arrival and exit times will be recorded for tracing purposes.
- must agree to abide by the terms and conditions of the procedures and protocols in place or entry will be denied. **Non-compliance could result in a discontinuation of visits.**
- showing symptoms of COVID-19 will not be allowed to enter, will be advised to go home immediately to self-isolate and will be encouraged to be tested.



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COVID-19 VISITATION POLICY

Effective June 18th, 2020

Indoor Visitations

- All indoor visitations will be pre-arranged, “in suite” only, by appointment only – no roaming in other areas of the home, no common area congregating.
- Maximum one person, per resident, per suite, per visit.
- Call reception to be directed to scheduling desk. Book time with 24 hours notice in advance. Short notice requests will be based on availability only.
- Visitation hours are limited to avoid interference with the orderly conduct of distribution of meals and services to our residents.
- Visits are limited to 45 minutes MAXIMUM to ensure proper sanitization to all high touch surfaces in between.
- Daily visitation hours (Monday – Sunday):
 - ⇒ 9:00 a.m. to 4:30 p.m. (last appointment is at 3:45 p.m.)
 - ⇒ Appointments accepted every hour, on the hour, for 45 minutes.
- **Surgical/procedure** masks are required for all indoor visitations. No mask. No visit.

Outdoor Visitations

- NO OUTDOOR VISITATIONS on the property will be scheduled at this time.
- Visitors are not allowed to ‘meet up’ in areas, or roam on the property.
- No drive through or property walk visitations.
- Heritage “WALK” Program is suspended until further notice.
- Outdoor entertainment will continue as scheduled.

Quick Facts

- ⇒ In the event of an outbreak at Heritage Place, non-essential visits will again be restricted, and only essential visitors will be allowed.
- ⇒ If a second wave of COVID-19 occurs, the government will revert to restricting visitors to protect residents and staff.
- ⇒ Visitations are not permitted when a resident is self-isolating or symptomatic, or if Heritage Place is in an outbreak.
- ⇒ These restrictions are meant to provide meaningful and equitable access to visits for all residents, while considering the staffing and space capacity available at Heritage Place to maintain safety of residents, staff, and visitors.
- ⇒ Testing of retirement home residents for COVID-19 is in the process of being completed. Heritage Place is awaiting notification of our turn from our Provincial Public Health.
- ⇒ Plans for staff testing are currently in the works, with plans for additional rounds of testing going forward.



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COVID-19 POLICY for SHORT ABSENCES Effective June 18th, 2020

Requirements for Residents leaving the property

Heritage Place residents who wish to go outside of the home's property, i.e.: short absences with friends or family, shopping, medical appointments, etc.) are permitted to do so if the following requirements are met:

- Heritage Place is NOT in an outbreak.
- Residents leaving the facility must arrange to meet their family/friend outside the building. (i.e.: outside the vestibule in the carport).
- Residents must provide details of outside visitations for COVID-19 tracing purposes. (i.e.: where will you be going, for how long & who will you be visiting?)
- Residents are responsible for supplying and wearing a cloth mask while they are on short absences. *(Please note that Heritage Place will be providing cloth masks when our order is received, hopefully next week).*
- Residents must pass active screening every time they re-enter Heritage Place.
- Residents must attest that they are not experiencing any of the typical and atypical symptoms of COVID-19.
- Short absences from Heritage Place are limited to a maximum of 12 hours and cannot be overnight.
- Residents that cannot meet these conditions must agree to follow existing outbreak or self-isolation policies.
- Residents leaving for more than 12 hours:
 - ⇒ *must notify the General Manager,*
 - ⇒ *must be tested before their return,*
 - ⇒ *must test negative and return within 24 hours.*
- Residents that leave for any medical or out-patient visit will be provided with a surgical/procedure mask to be worn for the duration of their medical visit.

While the above may seem excessive to you, it is my opinion that we have come so far in our efforts to remain COVID-19 free and it seems a shame that this could unravel right before our eyes in a very short period of time. We are healthier than we have ever been right now, and all our hard work will have been for nothing if we let our guard down. I urge you to be cautious and mindful of your actions.

With continued hope towards a healthier future,

General Manager