



Hogarth Riverview Manor Visiting Update (June 16, 2020)

PROVINCE OF ONTARIO ALLOWS FOR OUTDOOR VISITING

Last week, the province announced that in-person outdoor visits could resume in long-term care. Starting June 18, 2020, residents may visit outdoors with one person at a time for a 30-minute period.

As you can imagine, scheduling is complex and we want to meet the needs of all residents to be outside and to have your company. We are hopeful that, with your cooperation, we will be able to establish a standard visitor calendar with the resident visit scheduled on the same day and time each week.

- The number to call to book your half hour visit is (807) 625-1110 ext. 1229
- Visits will take place from 1:00pm to 9:00pm seven days a week.
- The Province of Ontario has outlined rigorous infection prevention protocols that all staff, residents and visitors will be required to follow. Due to the nature of COVID, and the way it spreads so quickly and easily, we'll help you follow infection control protocols.

VISITING

- Residents who are well enough to be brought outdoors, will be able to have one 30-minute outdoor visit per week.
- Residents may have one visitor per scheduled visit.
- Resident visits will be cancelled if an outbreak is declared on their resident home area, and will resume when the outbreak is over.
- Visitors will be screened for symptoms and exposure for COVID-19, including a temperature check; visitors must attest to not experiencing any of the symptoms; **visitors must attest to having been tested negative for COVID-19 within the previous two weeks and subsequently not tested positive.**
- Visitors must follow infection prevention standards including practicing hand hygiene, wearing a face covering or mask, and remaining two metres apart from the resident during the visit.

These standards are in place for the safety and wellbeing of all residents, staff and visitors.

Questions & Answers

Visiting Residents at Hogarth Riverview Manor

How do I book time to visit a resident?

Please call (807) 625-1110 ext. 1229 to schedule a visit. Residents will be able to have one 30-minute outdoor visit per week, and ideally, we would like to set the same day and time for future weekly visits.

Is there anything I should do to prepare for the visit?

All visitors must have tested negative for COVID-19 within the previous two (2) weeks. To be tested, contact the Thunder Bay District Health Unit at 625-5900 to make an appointment.

On the day of the visit, bring a mask or face covering that fits over the nose and mouth. To help maintain the supply of masks available in healthcare, we encourage you to bring your own mask. If you do not have a mask, we will supply one that can be used during multiple visits.

Visiting will be outdoors, so remember to pack a sweater or other comfort items.

If residents can only have one visitor, can different visitors come each week?

Yes. Residents can have a different visitor each week; however, only one visit per resident can be scheduled each week. All visitors must have tested negative for COVID-19 within the previous two weeks.

Where should I go on the day of the visit?

You will come to the Main Entrance (Town Hall) at HRM, 15 minutes prior to your scheduled time. Proceed to the screening checkpoint where you will answer a series of questions and have your temperature taken. At this time, the entrance at the back of HRM is not open to the public so please park in the front parking lots.

Once you have passed screening, you will be directed to the visiting area, and staff will bring the resident outdoors to you.

Where can I take the resident and how long is my visit?

A space with chairs will be provided for your visit, please enjoy your 30 minute visit in this area.

I know other residents at HRM. If I see them, may I visit?

Visiting with anyone other than the resident you are with is not allowed.

May I bring a favourite snack or drink to share with the resident?

It has been a few months since you've been able to visit and some residents will have changes in condition. To help prevent choking risks, please do not bring any food or beverages to share.

May I bring a pet or small child to the visit?

Pets are not allowed nor are small children. Also, only one person at a time can visit.

Where do I take the resident when the visit is over?

Staff will come and bring the resident one back to their unit once your 30 minute visit is over.

What if it's raining out or too cold for a visit?

If your visit can't proceed, we will do our best to reschedule it.

How can I help keep residents and staff safe at HRM?

- Answer the screening questions honestly
- If you are not feeling well, cancel your visit or arrange to send another family member
- Do not visit if you are experiencing any of the COVID-19 symptoms which can include a fever of 37.8 degrees Celsius or higher, a new or worsening cough, difficulty breathing, difficulty swallowing, sore throat, runny nose, chills, muscle aches, fatigue, headache, new gastrointestinal symptoms (e.g. nausea, vomiting, diarrhea, and/or abdominal pain), new smell or taste disorder(s), or pink eye

When will I be able to visit with more people, or visit inside the Home?

We will keep you posted as we receive additional guidance from the province on expanded visiting.