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July 23, 2020

Dear residents and families,

We know that this has been an extremely challenging few months for our residents as we needed to follow guidance from the Chief Medical Officer of Health and other health experts. We understand the importance of staying emotionally and socially connected to our loved ones.

Alberta's Chief Medical Officer of Health (CMOH) has issued [CMOH Order 29-2020](#), which includes new family support and visitation guidelines for continuing care facilities. These were developed in consultation with residents and families and focus on helping people across Alberta to connect more, while protecting those most at risk. These visitors' guidelines come into effect July 23, 2020 and I encourage you to review the attached Alberta Health family support/visiting information fact sheets for residents and visitors.

We are currently updating the list of all residents and adding the second designated family/support person. We will be working with the residents to identify designated visitors and if you are the agent, we will be contacting you for these names.

Please note that additional visitors may be given access in specific situations including end-of-life, change in health status or other pressing circumstances (e.g. financial or legal matters, family crisis), and where agreeable, social visits.

Outdoor visits will continue to be accommodated, with a limit of five visitors, where space allows.

We will continue to share regular updates as the COVID-19 pandemic evolves and will work to keep residents, families, and visitors safe. If you have any questions, concerns, or feedback, please do not hesitate to contact me directly. We are committed to working with you to keep everyone safe and healthy.

Thank-you for your continued dedication and commitment to our residents, staff and to each other.

Sincerely,

Linda Hygard
Managing Director

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Visitation Summary of Changes

Order	CMOH Order 14 -2020	New CMOH Order 29-2020
Approach	'Restricted Access'	Safe Access
Types of Visits Permitted	Unmet Care/Quality of Life End of Life Outdoor	No restrictions based on type of visit
Who can visit	1 Designated Essential Visitor Others in end of life One other for outdoor visits	2 Designated family/support persons Other visitors in extenuating circumstances
Location of Visit	Resident Room	Resident Room Board Room
Outdoor Visit	Maximum 3 including designated essential visitor and resident Minors permitted outdoors	Maximum 5 including resident Minors permitted outdoors
Operator Approach	'Reasonable'	Minimum expectations, including consideration of resident needs, preferences, and assessment of risk
Restricted Access	Consult with relevant authority	Clear parameters, based on assessment of risk Dispute resolution process
Other	n/a	Gifts Guidance for safe physical touch
Visiting Times	1:00 – 4:00 pm	10:00am to 7:00pm

Visitors Procedure for Indoor and Outdoor Visits

- Must prearrange visit by calling reception. Only a certain number of visitors will be permitted on site and outside to ensure safety of all.
- Must screen at Reception. Screening tool includes new questions regarding risk and understanding of safe visiting practices. Risk includes visitor activities for past 14 days (ie: attended a large event with no physical distancing or masking). See attached document for safe visiting practices.
- Must mask for the entire visit and physical distance (both inside and outside).
- Hand sanitize upon entering site and after leaving resident room.

Note: Visitations will be suspended in the event of an outbreak on site.

Family Support/Visiting

Licensed supportive living, long-term care and hospice

Designated family/support persons

- Each resident or alternate decision maker may designate up to 2 adults who are essential to maintaining mental and physical health.
- Multiple residents may have the same designated family/support persons.
- Designated persons have site access.
- Talk to your site contact about establishing a consistent schedule.

Other visitors

- The residents' health and circumstance, and the site's risk tolerance assessment, will determine if you can visit. Talk to your site contact for more information.

All persons must:

- Coordinate visits with site contact.
- Have your health screened at entry.
- Read and follow site policies and **Safe Visiting Practices**.
- Only visit with the resident(s) you are supporting or visiting.
- Wear a mask indoors. Wear one outdoors if you can't maintain physical distancing.
- Check yourself for symptoms during the visit.
- For more information talk to your site contact.

Safe visiting practices

- Assess your risk of unknown exposure to COVID-19.
- Use personal protective equipment and maintain physical distancing.
- Ensure consistent hand hygiene.
- Use additional safety precautions for safe touching and when wearing a mask interferes with the visit.
- Know the site's guidance for visiting pets and bringing gifts.

What is a risk tolerance assessment?

This is a site-level approach to match the number of visitors to the residents' needs and preferences.

Factors that may affect a site's risk tolerance include: layout and type of site, room types, residents' health status, and the risk tolerance of people on site.

Risk tolerance will vary between sites and may change.

Know your risk of unknown exposure to COVID-19

An individual with a **low risk** of exposure must meet all the following conditions:

- You do not work or live in an area of high COVID-19 exposure (refer to [risk designation of region](#))
- You work from home (if applicable)
- You are part of a small [cohort](#) (max. 15 people) who consistently practice physical distancing and wear masks when they can't
- You had no guests at home in the past 14 days
- You only visit one site in a day
- You make essential outings only
- You travel by your own vehicle
- You maintain two metres distance outside your home for all activities
- You wear a mask when you can't maintain physical distancing
- You wash or sanitize your hands often.
- You have not travelled outside Alberta in the past 14 days

An individual with a **high risk** of exposure meets any one or more of the following:

- You work or live in an area of high COVID-19 exposure (refer to [risk designation of region](#))

- You work outside home where physical distancing and wearing masks are not consistent
- You worked at or visited a location with a declared COVID-19 outbreak in last 14 days
- You belong to a large [cohort](#) (more than 15 people) that is not consistent with physical distancing and using masks
- You had guests in your home in the past 14 days
- You visit resident(s) in multiple sites in one day
- You go on outings where it is likely you will make contact with people outside your household
- You use public transit or a carpool where you can't maintain physical distancing
- You don't maintain two metres distance outside your home for all activities
- You don't wear a mask when you can't maintain physical distancing
- You don't often wash or sanitize your hands
- You travelled outside Alberta in the past 14 days

Any person with known exposure to COVID-19 will not be permitted entry.

Your assessed risk of unknown exposure to COVID-19 is an awareness tool. High and low risks are extremes. There are many variations in between.

Use your best judgement to determine if your risk of unknown exposure is appropriate to protect the resident.

If you have a high risk of unknown exposure to COVID-19, you won't be denied entry to visit, but you may need to take additional precautions.

