

## Long Term Care Visits During COVID - Which visit is best for my loved one?

Holland Christian Homes recognizes that being able to connect with friends and family is essential to a resident’s emotional health and well-being. We are committed to making visits happen while at the same time maintaining a safe environment for the people who live at Holland Christian Homes and following the direction of the Ministry of Health and Long-Term Care.

Residents may have a total of **one** visit per week from family members or friends. This can be **either** a “Virtual Visit”, “Window Visit”, “Outdoor Visit” or “Indoor Visit”. Due to demand and the need to support equity, a maximum of 1 visit per week will be scheduled for residents at this time; will be prioritized based on resident needs.

A list of the expectations for each of these visits is listed below to help you decide which type of visit will best meet your needs and the needs of your loved one. Please note that if these expectations are not followed by a visitor that we have been directed by the Ministry of Health to remove that person’s visiting privileges.

Only the Power of Attorney/Substitute Decision Maker may schedule the weekly visit and designate who is visiting. Please contact the Activity Manager (Justine) at 905-463-7002 ext. 5233.

Virtual Visit (e.g. video call)	Window Visit	Outdoor Visit	Indoor Visit
Can include an unlimited number of people.	Can include multiple people, as long as they are from the same household, are part of the same “social circle” or maintain physical distance	Limited to <b>two</b> persons as per the Ministry of Health and Long-Term Care directives	Limited to <b>two</b> persons as per the Ministry of Health and Long-Term Care directives
Visits will take place in the location that best suits the resident (e.g., in their room). A staff member will use a tablet and provide assistance to the resident as needed during the call.	Residents will be inside Holland Christian Homes in front of a large window. A phone is provided for residents to talk with their visitor(s). Staff will provide assistance to the resident as needed (e.g., holding the phone). Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.	Visits will take place at a specified, location outside of Holland Christian Homes. Residents will be positioned six feet (2 meters) away from their visitor and must maintain this distance throughout the visit. Physical contact with the resident will not be permitted at any time. Staff will provide assistance to the resident as needed. Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.	Visits will take place at a specified, numbered location within Holland Christian Homes.  Residents and visitors are encouraged to maintain physical distancing for the duration of the visit.  Visitor may provide assistance to the resident as needed (based on discussion with the home).
No screening required.	No screening required.	The visitor will need to answer a series of questions to be screened for symptoms of COVID-19. If the visitor does not pass the screening, the visit will not be permitted to take place.	The visitor will need to answer a series of questions to be screened for symptoms of COVID-19 and have their temperature taken. If the visitor

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		The visitor does NOT need to be tested for COVID19 prior to the visit.	does not pass the screening, the visit will not be permitted to take place.  The visitor will need to be <b>tested</b> for COVID19 and will need to attest to a negative result within the previous 14 days of the visit date and not subsequently tested positive.
Visit will be 30 minutes in length (depending on the preferences of the resident).	Visit will be 30 minutes in length (depending on the preferences of the resident).	Visit will be 30 minutes in length	Visit will be 30 minutes in length or could be more
No masks or face coverings are required.	Face coverings are required in all public spaces in Peel Region.	The visitor must wear a face covering.	The visitor <b>MUST</b> wear a surgical/procedural mask <b>AT ALL TIMES</b> throughout their visit.
All residents may participate.	All residents may participate as long as they are not in isolation.	Residents may participate if they are not on isolation and are able to understand that physical contact with their visitor is not permitted.	All residents may participate as long as they are not in isolation.
Pets are permitted.	Leashed pets are permitted.	Pets are not permitted.	Pets are not permitted.
Visits are not weather dependent.	Visits are not weather dependent – they will happen regardless of what the weather is that day.	Visits will only be permitted if it is weather in which it is safe for the resident to be outside	Visits are not weather dependent – they will happen regardless of what the weather is that day.