



May 21, 2020

Dear Families,

**SUBJECT: Personal Care Home (PCH) On-site Outdoor Visitation during COVID-19**

Across Canada, the risk that COVID-19 poses to the residents of personal care homes (PCHs) is clear. Efforts to prevent, quickly identify and contain “outbreaks” of COVID-19 are vital to protecting populations that are most vulnerable to serious outcomes from this virus. To date, Manitobans’ efforts have been effective in prevention of COVID-19 outbreaks in the province’s PCHs. Visitor restrictions, enhanced environmental cleaning and disinfecting practices, daily staff screening before staff enter the workplace, adherence to provincial personal protective equipment requirements and the implementation of a single-site PCH staffing model have been sequential and escalating steps in Manitoba’s response to COVID-19 within the province. Each preventive measure has involved significant consideration of the impact it would have on your loved ones.

We know that family and friends are integral to the overall health, well-being and quality of life of residents within PCHs. Balancing necessary preventative measures with maintaining the vital connections that residents have with family members and support systems has been at the heart of every stage of our response. However, while preventing the spread of this virus within our facilities remains a central priority, the likelihood that COVID-19 will be a part of our ‘new normal’ for a longer duration requires us to find a longer-term balance between preventative measures and the many benefits of ongoing interaction between residents and their loved ones.

Accordingly, this is to advise that, effective May 28, 2020, **we will be supporting on-site, outdoor visits** at River East Personal Care Home with the following considerations:

- Screening of all visitors must occur, including assessment for symptoms or known exposure to COVID-19 prior to entry. Restrictions will apply to visitors who have travelled outside of Manitoba within the past 14 days. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms.
- All visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 meters apart) at all times.

**Indoor visits remain suspended.** Exceptions will continue to be made on a case-by-case basis as per existing guidance, e.g. visits for compassionate and/or end of life reasons.

**Off-property visits are not permitted** given the risk to residents and to the facility associated with unknown nature of contacts, exposure and other required safety measures.

In order to help us ensure that this new opportunity presents the best experience for you and your loved one, please review and complete the attached request form.

Protecting the health and well-being of your loved ones and staff remains one of our top priorities. Regular assessment by public health officials of the impact and evaluation of the need for adjusted visitor restrictions will continue as developments evolve. Once again, thank you for your cooperation and understanding as we take every measure to protect you, your loved ones and our staff.

Sincerely,

Kim Rohm  
Administrator



# REQUEST FOR Personal Care Home (PCH) On-site Outdoor Visitation during COVID-19

Name of PCH: RIVER EAST PERSONAL CARE HOME

Location of outdoor PCH Visiting Area: NEXT TO FRONT DOOR

### What you Need to Know

- 'Essential visitors' are those deemed essential to the emotional wellbeing, health, and quality of life of your loved one. In most cases, visitors should be close family and/or friends who have a clearly established pattern of involvement in providing care and support.
- All visits by essential visitors must be pre-booked, at minimum 3 days prior to the scheduled visit. To comply with physical distancing measures, sites may need to restrict the number of visits per time slot, in the visiting area.
- Outdoor visits will be on Tuesdays, Thursdays and Saturdays and will be a maximum of 15 minutes
- A maximum of two essential visitors per resident will be permitted at a time.
- A minor must be accompanied by an adult.
- Pets are not permitted.
- Screening of all visitors will occur, including assessment for symptoms or known exposure to COVID-19 prior to entry. Restrictions will apply to visitors who have travelled outside of Manitoba within the past 14 days. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms.
- All visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 meters apart) at all times.
- Due to required infection control practices, food/beverages and items may not be brought during on-site outdoor visits.
- Access to on-site food/beverages and washroom facilities will not be available for visitors.
- Wearing of a non-medical mask during outdoor visits is not required, but is encouraged.
- You are encouraged to bring your own lawn chair, if you would like to sit during your visit.
- Based on evaluation of risk as well as operational clinical judgement, the site may be unable to facilitate outdoor visits for certain residents.
- The site reserves the right to cancel visits due to inclement weather.

**Please identify Essential Visitors – required before you book a visit**

Name of Resident: \_\_\_\_\_

Please complete

Name of Essential Visitor	Contact Phone # or email	Preferred day of the week/time for visits
1.		
2.		
3.		
4.		

Please email this completed form c/o: Julie Zabudny, Life Enrichment Coordinator at [izabudny@extendicare.com](mailto:izabudny@extendicare.com)

You will be contacted with booking instructions once your request has been processed.

We have provided time slots to accommodate 54 outdoor visits per week. An Elder will have no more than one (1) visit scheduled per week.

We will continue to facilitate virtual/ phone and window visits on Mondays, Wednesdays and Fridays