

The Convalescent Home of Winnipeg

Outdoor Visitation Guidelines for General Visitors (subject to change)

General visitors are family and friends who visit for social reasons and whose scheduled visit will be facilitated in our courtyard/garden area (weather permitting). A maximum of 2 family members/friends per Resident may attend together at a scheduled outdoor visit.

- Outdoor visits may be scheduled with advance notice via email request to familyvisit@tchw.com. Visits are subject to time being available on the requested day.
 - Outdoor visitation days/times are:
 - Monday – Friday from 10:00 a.m. – 11:30 a.m., and from 1:00 p.m. – 5:00 p.m. (last visit will be scheduled for 4:15 p.m.)
 - Evening visits will be available on Tuesdays and Wednesdays from 5:30 p.m. – 7:00 p.m. (last visit will be scheduled for 6:30 p.m.)
 - Saturday visits will be scheduled from 10:00 a.m. to 5:00 p.m. (last visit will be scheduled for 4:15 p.m.)
- Note:** No visits will be scheduled for statutory holidays.

- To be fair to all Residents/families, only one outdoor (or indoor) visit per day per Resident may be scheduled. A maximum combined total of three outdoor and/or indoor visits (for those who are designated visitors) per week per Resident may be scheduled.
- You may ask to schedule ongoing outdoor visits for the same day/time (subject to availability).
- Our outdoor visitation site(s) will be accessed off of our “garden gate” on Jessie Avenue, unless specific alternate instructions have been provided to you.
- You will be screened (as per standard COVID-19 virus screening protocols) including a temperature check. **Please stay home if you are feeling unwell. Remember that a cold or flu can also be devastating to our older population.**
- **For outdoor visits, please arrive wearing your own medical or non-medical mask.** We will provide a replacement medical face mask for you to wear during your visit.
- You must comply with all Infection Prevention and Control (IPC) measures. This includes strict hand hygiene and physical distancing (6 feet/2 meters apart). Visits will be suspended if visitors do not comply with all IPC measures.
- Should Mother Nature not cooperate in providing good weather for a scheduled general family outdoor visit, it will automatically be cancelled. An outdoor visit for a general visitor will not be switched to an indoor visit.
- Visits will be for approximately 30 minutes in length, with bookings made for the top and bottom of the hour. Should there not be a conflict with another visit booked immediately following your visit, we will accommodate an extended timeslot. Staff will monitor all visits and courteously advise when the time is drawing to a close.
- Transport of your loved one from and to their room/floor will be managed by our staff.
- You may **briefly** hug your loved one and hold hands; however, expectation is that social distancing (6 feet or 2 meters) will be respected as much as possible.
- You may take your loved one for a stroll around our courtyard during your visitation time.
- Two or more separate general family visits will be scheduled per timeslot—appropriately physically spaced. (i.e., Mrs. Jones with her two visitors; Mr. Smith with his two visitors.) Please do not co-mingle with other visitors.
- If your loved one is not up to having a visit, the visit will be cancelled. Notification will be provided – however, you may already be in transit when we try to connect. (A Resident’s status – i.e., being asleep, requiring care, or not wishing to visit, etc. – can change from moment to moment.)

- Washroom access will not be available for your personal use.
- Should your loved one require help (including usage of the washroom), please speak with the available staff member(s) who are assisting with the visit.
- Minors under the age of 12 are not permitted to accompany a general visitor(s). If a minor (12 years of age or older) does attend a visit, they will be counted as one of the two general visitors.
- Pets are not allowed to visit.
- Kindly refer any questions you may have about your loved one's medical status or special considerations for their care to their nurse by phone call after your visit. Our main phone number is: 204 453-4663. Extensions are as follows: 2nd Floor Nursing Station: 212; 3rd Floor Nursing Station: 213; 4th Floor Nursing Station: 214.
- Do not bring "gifts" with you for your loved one; please continue to drop off any and all such items (i.e., packaged (sealed) store-bought treats, clothing, etc.) with our Business Office* so that they may be properly sanitized and/or laundered/labelled before delivery to the designated Resident. Kindly write the name of the intended recipient on the package or bag. Please note that home-made food items in reusable containers, fruit, or any other non-cleanable item will not be accepted as they cannot be properly disinfected. *Our

Business Office hours are Monday – Friday, 8:00 a.m. – 3:30 p.m.

For additional information on Manitoba's COVID-19 virus pandemic measures, please consult:

<https://www.gov.mb.ca/covid19/updates>

A self-assessment screening tool is available on this website.

The Convalescent Home of Winnipeg reserves the right to suspend all visits in the event of a confirmed or potential COVID-19 virus (or variant) outbreak in the facility, local area, or upon the direction of the Chief Provincial Public Health Officer. Additionally, any visitor who does not respect the imposed guidelines will be denied ongoing visitations.

