

The Convalescent Home of Winnipeg

Designated Visitors Visitation Guidelines (subject to change)

A designated family caregiver/visitor is an individual(s) (maximum of two) who has been identified as having a clearly established pattern of involvement in providing active care and support to the Resident's emotional wellbeing, health, and quality of life.

- Designated visitors may schedule visits with advance notice via email request to familyvisit@tchw.com. Visits are subject to time being available on the requested day.
- Indoor 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 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. – 11:30 a.m., and from 1:00 p.m. – 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 and families and because of our Home's small size/limited visitation spots, only one indoor visit per day per Resident will be scheduled. A maximum combined total of three visits per week per Resident may be scheduled. We ask that family/friends coordinate their visits amongst themselves before being in touch with familyvisit@tchw.com.
- You may ask to schedule ongoing visits for the same day/time (subject to availability).
- Unless specific instructions to the contrary are given when scheduling your visit, designated visitors will access our property via the "garden gate" on Jessie Avenue.
- 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.**
- **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.
- All visits will be in specific visitation areas either within our "Pod" or on our Home's main floor. **Visitor(s) will not be allowed access to our Residents' rooms/floors** (except in "end of life" situations).
- 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 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 outdoors (weather permitting) for a stroll around our courtyard or neighborhood during your visitation time. As well, food/ beverages may be enjoyed together when visiting. Once finished eating/drinking – Resident/visitor(s) must sanitize their hands and re-don their medical mask(s).
- Visitors will not be permitted access to our Dining Room.
- 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 is assisting with the visit. They will either directly assist or obtain help.

- 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.)
- Fully vaccinated minors 12 years of age and older are welcome to visit and will be considered a General Visitor and counted as a visitor.
- Pets are not allowed to visit indoors.
- 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.
- Gifts/miscellaneous items intended for a Resident are to be dropped off 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 refrain from bringing items that cannot be properly disinfected, washed or wiped. *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 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.

