

Visitation with Residents and Families at Bethany Calgary – 24 February, 2021

Dear Families and Residents,

Alberta Health has been consulting with residents, employees and families in continuing care centres to find a balance between keeping resident's safe and allowing increased visitation and connection with loved ones. **Effective July 23**, under the orders from the Chief Medical Officer of Health, we will be shifting from a "restricted access" to a "safe access" approach. Bethany Calgary has created a local visitor policy specific to its site after consulting with residents, family and employees.

We understand this announcement is welcomed news to residents and families and appreciate your patience as we carefully reviewed and considered the best way to implement this order at all Bethany sites. Below please find the guidelines for visiting at Bethany Calgary. We ask that you carefully review the process for scheduling a visit, as well as the steps we are taking to ensure all of our residents remain safe, which remains our highest priority

Designated family/support person (DFSP) visitation is restricted on Level 2 South (Southview), as it remains in outbreak. The MOH/CDC will determine when the outbreak can be lifted.

All other levels and Hillside Manor, are no longer in outbreak. DFSP visitation is allowed and can be arranged via the Care Services Manager. However, **we strongly advise DFSPs to limit their presence on site whenever possible.** Minimizing the number of individuals entering our sites each day helps reduce the risk of further spread of the virus. Although DFSPs help maintain resident mental and physical health, and wellbeing, we recommend other ways to stay connected with your loved one (such as phone calls or virtual visits), without coming to the site.

Connecting with your loved ones is important and Bethany will continue to help ensure that you can do this, both through technology and by carefully following our visitor guidelines.

PLEASE NOTE: Based on the feedback we received from our risk tolerance assessment and as advised from the CMOH **we will not be offering social indoor/outdoor visitation for those who are not Designated Family/Support Persons (DFSPs) at this time.** We will be reviewing this decision on a regular basis.

<p>Arranging visitation in Designated Spaces</p>	<p>We are limiting visitation to only Designated Family/Support Persons (DFSPs), with the exception of end-of-life visitation.</p> <p>We recommend that DFSPs evaluate their own need to be on-site in relation to your loved one's care needs to help limit the number of people entering the site.</p> <p>Visits with persons who are not DFSPs will not be permitted at this time.</p>
<p>Times and duration of Designated Outdoor space visitation</p>	<p>Currently there is no outdoor visitation allowed.</p>
<p>Number of visitors permitted</p>	<p>Residents (or alternate decision maker) may name up to two individuals to be DFSPs. DFSPs need to be assigned via their unit social worker and are not interchangeable.</p>
<p>Visitor profile</p>	<p>DFSPs: residents (or alternate decision maker) may name up to two individuals for this role. The site leadership (social worker) must be informed of these individuals in advance of their visit to the site.</p>
<p>Children as visitors</p>	<p>Minor children will only be permitted indoors under extenuating circumstances in coordination with the Site Administrator.</p>
<p>Bringing Pets</p>	<p>Pets that accompany a DFSP are permitted as part of visitation; however, they must comply with our Bethany pet policy requirements.</p>
<p>Location of visitation</p>	<p>Screening and will take place at the South, West or North entrances.</p> <p>Off property visits are permitted with adherence to continuous masking and maintaining physical distance wherever possible.</p> <p>Indoor common areas for visits with the DFSP will take place in the Link Auditorium or Atrium.</p>

<p>Safety Precautions</p>	<p>All visitors must be screened at the South Entrance, West Entrance, or North Entrance of the building and wear Bethany-provided appropriate Personal Protective Equipment (PPE) for the duration of the visit.</p> <p>Visitors will perform hand hygiene before and after the visit and wear appropriate PPE for the duration of the visit.</p> <p>Non-compliance with site practice may affect future visits</p>
<p>Instances where visitation will not be permitted</p>	<p>All visitation will cease on the units that go into outbreak.</p> <p>If a visitor breaches the guidelines including social distancing, future visits may be suspended.</p> <p>The site reserves the right to cancel scheduled visits due to inclement weather or limited staffing resources.</p>
<p>Guidelines for end-of-life visitation</p>	<p>3 visitors will be permitted to visit residents in private resident rooms only where we can assure the required 2 meter physical distancing.</p> <p>End-of-life is at the discretion of site management in consultation with the attending physician and is defined as the last 4-6 weeks of life.</p> <p>The process of end-of-life visitation is as follows:</p> <ul style="list-style-type: none"> • The care team will connect with primary family member if residents status progresses to an end of life stage • Visitors will be escorted by site staff to the resident room and remain in the room for the duration of the visit • Visiting with any other resident will not be permitted • Masks to be worn provided by Bethany throughout visit (instruction on how to wear PPE will be given) • Hand hygiene etiquette to be performed on entry to and exit from resident room and when leaving/returning to the facility

We know these are important developments for our residents and families and are pleased to be able to provide opportunities for visitation with loved ones.

Thank you for your patience and cooperation as we ensure these guidelines are implemented appropriately and safely to minimize the risk and prevent the potential spread of COVID-19 at Bethany Calgary.

Yours sincerely,

Jennifer Vance,
Interim Site Administrator, Bethany Calgary