

## Visitation with Residents and Families at Bethany Riverview – 16 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 Riverview has created a local visitor policy specific to its site after consulting with residents, family and employees.

We understand this announcement is welcome 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 Riverview. 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.

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, **we will not be offering social indoor visitation for those who are not designated family/support persons at this time.** We will be reviewing this decision on a regular basis.

<p><b>Arranging visitation in Designated Spaces</b></p>	<p>For indoor: Indoor designated space visits (designated family/support persons only) will not require pre-scheduled appointments.</p> <p>For any questions regarding visiting:            Level 1 &amp; 4: Please email Sarah May@ <a href="mailto:Sarah.may@bethanyseniors.com">Sarah.may@bethanyseniors.com</a>            Level 2: Please email Elise Dockstader at <a href="mailto:Elise.Dockstader@bethanyseniors.com">Elise.Dockstader@bethanyseniors.com</a>            Level 3: Please email Shirley Smith @ <a href="mailto:Shirley.Smith@bethanyseniors.com">Shirley.Smith@bethanyseniors.com</a></p>
<p><b>Times and duration of Designated Outdoor space visitation</b></p>	<p>Currently on hold at this time.</p>
<p><b>Number of visitors permitted</b></p>	<p>For designated family/support person, residents (or alternate decision maker) may name up to two individuals for this role for indoor visitation.</p>

<b>Visitor profile</b>	Designated family/support persons: residents (or alternate decision maker) may name up to two individuals for this role. The site leadership must be informed of these individuals in advance of their visit to the site.
<b>Children as visitors</b>	Minor children (18 and under) will only be permitted under extenuating circumstances in coordination with the Site Administrator.
<b>Bringing Pets</b>	Pets that accompany a designated family/support person are permitted as part of visitation; however, they must comply with our Bethany pet policy requirements.
<b>Location of visitation</b>	For indoor: visitation will take place in the resident's room and shared spaces if designated family/support person is providing needed assistance (ie. meal support) following screening at the building main entrance. Only 1 designated/family support person will be permitted in the dining rooms.
<b>Safety Precautions</b>	All visitors must be screened and wear Bethany provided appropriate Personal Protective Equipment (PPE) for the duration of the visit.  Residents will perform hand hygiene before and after the visit and wear appropriate PPE for the duration of the visit.  Non-compliance with site practice may affect future visits.
<b>Instances where visitation will not be permitted</b>	All visitation will be reviewed if Bethany Riverview enter a COVID Outbreak state.  If a visitor breaches the safe visiting guidelines including physical distancing, future visits may be suspended.
<b>Guidelines for end-of-life visitation</b>	For end of life visits, up to three visiting persons are permitted if from <u>different</u> households. If from the same household, then this is no maximum (space allowing).

	<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"> <li>• The care team will connect with primary family member if a resident’s status progresses to an end of life stage</li> <li>• Visiting with any other resident will not be permitted.</li> <li>• On-site overnight stays are supported, following all safe visiting practices.</li> </ul> <p>Safe Visiting Practices include:</p> <ul style="list-style-type: none"> <li>• Health Assessment Screening completed on arrival to site</li> <li>• Hand hygiene (must wash their hands often with soap and water for at least 20 seconds or use an alcohol based hand sanitizer before, during as appropriate, and after all visits.</li> <li>• Continuously masking throughout their time indoors.</li> </ul>
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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 Riverview.

Yours sincerely,

Jody Erickson,  
Site Administrator, Bethany Riverview