

Visitation with Residents and Families at Bethany Harvest Hills – 07 May, 2021

Dear Families and Residents,

As a result of feedback from residents and families, continuing care staff and operators across Alberta, updated public health measures will come into effect for continuing care sites on May 10. These protocols will allow for an increase in the number of designated family/support persons (DFSPs) for each resident, expand the number of people who can attend outdoor social visits and allow limited indoor social gatherings.

Access to indoor visitation shall be determined by the desire of the majority (51%) of responding residents for social visitors, informed by resident survey.

Based on the results of the survey: indoor social visitors are not permitted at this time (74% are in favour of keeping the current restrictions in place). This policy will be reviewed every 6 weeks. This does NOT apply to DFSPs or outdoor social visitation which are still permitted at this time.

Effective **May 10**, the following changes to visitation policy will take effect:

- Residents may name up to four (4) DFSPs for unrestricted visitation. All DFSPs must complete safe visiting practice education before their initial visit (education is found at the screening desk and emailed in advance).
- Outdoor social visitation numbers can increase, space and resource permitting
- There is no age restriction on visitors
- Eye protection is no longer required for all visitors unless the site goes into outbreak

Please note:

- 1. All visitation MUST be pre-booked with the site** (*see table below*).
- 2. If Bethany Harvest Hills goes into outbreak, outdoor social visits will be cancelled**

Resident and employee safety remains our priority, and all other COVID-19 measures remain in place, including:

- Screening for all DFSPs and social visitors
- Masking and distancing during visits, even if you and/or the resident has been fully vaccinated
- Indoor DFSPs visitation will remain in the resident's room (*see table for further details*)
- DFSPs/Visitors cannot eat or drink during visitation
- If Bethany Harvest Hills goes into outbreak, DFSPs must wear a shield while in the building

If a visitor breaches the guidelines, then future visits may be suspended. Bethany Harvest Hills reserves the right to cancel scheduled outdoor visits due to inclement weather, space shortage or limited staffing resources.

We understand this announcement is welcome news to residents and families and we appreciate your patience as we implement this order at Bethany Harvest Hills. We ask that you carefully review the process for scheduling a visit (refer to the visitor guidelines), as well as the steps we are taking to ensure all our residents and employees remain safe.

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

We strongly advise designated family/support persons (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.

<p>Arranging visitation in Designated Spaces</p>	<p>Indoor DFSP visitation: Visiting hours are in effect from 11:00AM to 7:00PM seven days a week to ensure safe visiting at the site. Visits do not need to be scheduled and will not have a prescribed duration.</p> <p>You will be required to sign in and out from your visit on the visitor log. Picture ID will be requested to verify the designated support person.</p> <p>Visiting with any other resident/employees will not be permitted</p> <p>DFSPs will perform hand hygiene before and after the visit and wear appropriate PPE for the duration of the visit.</p>
<p>Visitation options for non-Designated family/support persons (DSP)</p>	<p>Window visits will remain available from 10:00AM to 4:00PM. Must ensure you practice physical distancing – 2m – from others at all times while in the courtyard.</p> <p>Virtual visits will be available upon request based on availability of resources. To schedule a virtual visit, please contact Sandra Hinz, Recreation Therapist: Phone: 403-226-8204 Email: Sandra.hinz@bethanyseniors.com</p>

<p>Number of visitors permitted</p>	<p>DFSP, residents (or alternate decision maker) may name up to four (4) individuals for this role for indoor visitation.</p> <p>Indoor Visitation: Indoor social visitors are not permitted at this time. This does NOT apply to DFSPs.</p> <p>Outdoor Visitation: Numbers can increase based on space and resources permitting. As Bethany Harvest Hills is in outbreak, outdoor visits are cancelled.</p>
<p>Children as visitors</p>	<p>No age restriction on social visitors; under 14 must be accompanied by an adult.</p>
<p>Bringing Pets</p>	<p>Pets that accompany a designated family/support person are permitted as part of indoor visitation; however, they must comply with our Bethany pet policy requirements. Please contact the site Administrator for more information.</p>
<p>Location of visitation for DSP</p>	<p>Visitation will take place in the resident's room, space permitting and shared spaces (dining room), where one designated support person is permitted at a time to support resident with meal.</p> <p>Off property visits are permitted with adherence to safe transportation, continuous masking and maintaining physical distance wherever possible.</p> <p>Contact the site for information on outdoor common areas for visitation.</p>
<p>Safety Precautions</p>	<p>All designated visitors/support persons will be screened at the building's main entrance and will wear Bethany provided appropriate Personal Protective Equipment (PPE) for the duration of the visit. This includes continuous eye protection and masks for all staff and visitors in the building.</p> <p>Visitors will be asked to remove a fabric/medical mask worn to the site and must be replaced with a medical grade mask provided by the screener for all indoor visits.</p>

	<p>You will be required to complete education provided by Bethany prior to your first visit.</p> <p>You must complete a self-screen prior to visiting the site. Do not come to the site if you have COVID related symptoms or are feeling unwell.</p> <p>Site screening will include a questionnaire and temperature check.</p> <p>Visitors will perform hand hygiene before and after the visit and wear appropriate PPE for the duration of the visit. Visitors are required to wash their hands frequently throughout their visit when entering and exiting resident room or shared space.</p> <p>Continuous masking and distancing during visits, even if you and/or the resident has been fully vaccinated.</p> <p>DFSPs and social visitors cannot eat or drink during visitation.</p> <p>If the site goes into outbreak, DFSPs and social visitors must wear a shield while in the building.</p> <p>Non-compliance with site practice may affect future visits.</p>
<p>Instances where visitation will not be permitted</p>	<p>During outbreaks additional restrictions may be imposed in consultation with our AHS partners as deemed appropriate.</p> <p>If a visitor breaches the guidelines including physical distancing, future visits may be suspended.</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>

	<p>To pre-arrange visits, please contact</p> <p>Karin Van Goudoever, Care Service Manager: Phone: 403-226-8212 Email: Karin.vangoudoever@bethanyseniors.com</p> <ul style="list-style-type: none">• Visitors will be escorted by site staff to the resident room and must remain in the room for the duration of the visit• Visiting with any other resident/employees will not be permitted• Masks provided by Bethany are to be worn throughout the visit (instruction on how to wear PPE will be provided). This includes continuous eye protection and masks while in the building.• Hand hygiene etiquette is to be performed on entry to and exit from the resident room and when leaving/returning to the facility
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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 Harvest Hills.

Yours sincerely,

Shelley Rolfe,
Site Administrator, Bethany Harvest Hills