

## **City of Ottawa Long-Term Care Homes: Connection Guidelines**

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Staff at the City of Ottawa's four long-term care homes have been working with Ottawa Public Health on solutions to keep residents and staff safe as they connect with loved ones. With 20 additional City staff redeployed to assist at the homes, we are now prepared to expand services to include scheduled, supervised visits through windows between residents and their loved ones.

### **Process for scheduled visits**

If you are planning a visit, we kindly ask that you contact the home in advance to schedule an appointment.

- The process for booking visits will be the same as the current process used to schedule FaceTime, Skype and phone calls. Please contact the recreation staff (Insert home specific information) to discuss the options that would work best for you and the resident.
- Only during scheduled visits will visitors be permitted within two meters of the building for window visits to allow for residents to safely leave their windows open when not hosting visitors.
- Visiting times are from 9:30 am to 12 pm, 1:30 to 4:30 pm and 6:30 to 8:30 pm. This timing is staggered to accommodate resident mealtimes and availability of staff to support the scheduled visits between residents and families.
- If the resident you are visiting has a safely accessible window within their ground-floor room, the visit can happen there, however the window must remain closed. Otherwise, a common area with a window will be used and residents will be portered as necessary to and from this location.
- There are clear signs and ground markings on site to ensure that all visitors comply with physical distancing rules – especially at doorways and on walkways.

### **Homes on Outbreaks**

In the event of an outbreak, visits to the affected home will not be permitted. Staff will notify families when visits are able to resume. In the meantime, staff will continue to support residents in connecting with families via Skype, phone calls, emails and personal letters. Deliveries will still be permitted during an outbreak.

Direction for this protocol comes from the Ministry of Health, which states that in the case of an outbreak we are to “discontinue all non-essential activities.” When we are required to “institute staff and resident cohorting to prevent spread”, we are unable to transport residents off their units to a communal space during an outbreak.

### **Outdoor seating and amenities**

For all visitors, please note that all outdoor seating and amenities are not accessible. To ensure residents have safe spaces outdoors to enjoy the nice weather and to ensure residents and visitors can follow physical distancing requirements, we have added physical barriers and signs noting which areas of the property visitors can access.

Visitors are also reminded not to deliver items to residents directly. Whether or not you have scheduled your visit, deliveries can be made at the main entrance during drop-off hours (9:00 am to 2:00 pm and 4:30 to 8:00 pm) and staff will ensure they are delivered safely to residents.