



MEMO/NOTE DE SERVICE

To / Destinataire Mayor and Members of Council

From /
Expéditeur Donna Gray
General Manager, Community and
Social Services Department

Subject / Objet Long-term Care
COVID-19 Resident and Family
Connection Plan

Date: May 6, 2020

The purpose of this memo is to inform Council of the new measures being implemented at the four City of Ottawa Long-Term Care Homes as of Thursday, May 7 to facilitate visitors on the grounds of the Homes while ensuring the safety of residents, visitors, and staff.

The memo outlines the measures Long-Term Care has implemented to ensure residents, visitors, and staff can connect safely on the grounds of our facilities. Staff at the City of Ottawa's four Long-Term Care Homes have been working with Ottawa Public Health on these solutions to help keep residents and staff safe while connecting with loved ones. Twenty additional City staff have been redeployed to assist at the homes and we are now prepared to expand services to include scheduled, supervised visits through windows between residents and their loved ones.

Process for scheduled visits

Visitors are asked to 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;
- Only during scheduled visits will visitors be permitted within two meters of the building to allow for residents to safely leave their windows open when not hosting visitors;
- Visiting hours are daily 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 has a safely accessible window within their ground-floor room, the visit can happen there while the window is closed. Otherwise, a common area with a window will be used and residents will be brought to and from this location; and
- There are clear signs and ground marking on site to ensure all visitors comply with physical distancing rules – especially at doorways and on walkways.

Homes on Outbreaks

In the event of an outbreak, the Home is required to put additional safety measures in place, as mandated by the Province and Ottawa Public Health. Given that Peter D. Clark

and Garry J. Armstrong are currently experiencing an outbreak unfortunately visits are not permitted at this time. 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.

Outdoor seating and amenities

For all visitors, all outdoor seating and amenities are off limits. To ensure residents have safe spaces outdoors to enjoy the nice weather and to ensure residents and visitors can follow physical distancing requirements. Physical barriers and signs noting which parts of the property visitors can access have been added.

Visitors are also reminded not to pass items to residents directly. Deliveries can be made at the main entrance during drop-off hours (9:00 am to 2 pm, 4:30 to 8:00 pm) and staff will ensure items are safely delivered to the residents. Deliveries will still be permitted in the event of an outbreak.

Attached for reference are maps showing the demarcation of signage and barricades at each of the homes and the guidelines provided to families outlined above. The guidelines and maps have been shared with residents' families today.

Sincerely,

Donna Gray
General Manager
Community and Social Services

cc. Steve Kanellakos, City Manager
Senior Leadership Team
Dr. Vera Etches, Medical Officer of Health, Ottawa Public Health
Community and Social Services Department Leadership Team