

April 1, 2021

Reminders when You Arrive for Your Visit:

- If you enter the building wearing a mask, please sanitize your hands before removing it. Next, you must sanitize again before taking a new mask from the screener, and then sanitize after putting the mask on your face. You sanitize 3 times if you arrive wearing a mask.

If you're not wearing a mask, you will sanitize before getting a mask and after you put it on your face. You will sanitize 2 times.

Please remember EVERY time and ANY time you touch your face/mask, you need to sanitize your hands. You will find a bottle of hand sanitizer on the visiting tables.

- Masks must be worn properly at all times during your visit with a resident. This includes when you are outside for a stroll or sitting down.

Properly wearing a mask means it covers your nose and your chin. If you have troubles with your mask slipping down or your glasses fogging up, please ask the Greeter for assistance.

There is absolutely no reason to remove your mask when you visit with a resident.

- For hand sanitizer to be effective, you need to actively rub (not pat) the product into your palms, back of your hands, fingers, fingertips, thumbs, and in between your fingers. It should take 20 – 30 seconds to complete the process. Once dry, your hands are safe.
- Thank you for being kind when the Greeters ask you questions about symptoms, being close to someone with new respiratory symptoms and travelling both outside of Canada, as well as, within Canada and BC. It is important to take the time to listen to the questions and fully review the list each and every time. This is our responsibility in keeping our residents and staff safe and in following contract tracing protocols.
- As much as possible, please maintain a physical distance of 2 metres from anyone other than the person you are visiting. While it is tempting to say hello or share a few words with other residents and family members, physical distancing is an important precaution to prevent the spread of Covid-19. Once you start chatting, it is easy to forget your distance especially when talking with people with hearing and cognitive challenges.
- Visitors may bring in a small drink or snack for the resident to enjoy during the visit. You, the visitor, may NOT eat or drink during the visit. This rule applies to room visits as well and to all visitors including children (with the exception of those children breastfeeding.) The reason for this is eating and drinking requires removal of your mask which is not permitted.

Room Visits

- If you are visiting a resident in their room, you must go directly from the Village Square to the resident's room.
- If you have a room visit, you may not spend time walking around, visiting or sitting in any of the communal areas of a House (kitchen, dining room, sunroom, House bathroom or hallways) or visit with other residents and/or their visitors.
- In addition, if you have a room visit, you may not take the resident downstairs to the Village Square or outside to the Blondin Green. To follow our safety plan, your visit will take place in the resident's room only.
- At this time, resident activities happening in the House are limited to attendance by residents.
- Room visits are also 60 minutes in length. We ask that at the end of the visiting time, you return promptly to the Village Square to exit the building.

As we all know, it has been an unprecedented year. However, with the majority of staff now vaccinated and most residents having received had their first dose, there are better days to come. While this is not the end of the pandemic, there is hope and possibility and lots to celebrate. I applaud you and thank you for remaining vigilant and for keeping our residents and each other safe. I understand there are still many rules around visiting in long term care and this can be frustrating. However, the rules are in place to provide safety measure for your loved one, you, the other residents, our staff, and that Mount St. Mary Hospital remains free of COVID-19.