

Outdoor General Visits at Copernicus Preparation and Required Protocols for Visitors

During the COVID-19 global pandemic, the health and safety of our residents, families, staff, and visitors remain our top priority. The presence of family and friends is an important source of mental and emotional strength for our residents, and we recognize that nothing replaces an in-person visit. Below you will find information, guidance and infection prevention and control requirements to ensure the safety of our visiting program.

Pre-Visit Checklist

- Establish amongst your family/friends who will be visiting the resident; remember your loved one can only receive **up to two (2) visitors** at a time and one (1) visit per week. The visits are limited to 60 minutes.
- Read and understand these guidelines and review all Infection Prevention and Control (IPAC) practices included in this document and in additional attachments
- Visitors are required to wear a medical mask (if you arrive without the required mask, one will be provided for you to wear)
- Visitors must **arrive 10 minutes prior to your scheduled visiting time** to allow for screening and guidance prior to your visit. *We have a very tight schedule to accommodate all of our families who would like a visit with their loved one*
- Pets are not permitted (except for a service dog)
- No gifting items/dropping off items for residents during visits
- Children under the age of 2 do not count towards the total number of general visitors and are not required to wear a mask/face coverings
- Children under age 16 must be accompanied by an adult
- No food or drinks are to be brought to the visit, as masks are to be worn at all times
- Please be aware that there is no access to washroom facilities for general visitors. If you need to use the washroom during your visit, the visit will be terminated, so that you can return home to do so.

Eligibility for Outdoor visit

1. Visitors must pass an active screening questionnaire administered by the Home's screener.
2. Those who do not pass screening requirements will not be permitted to visit. While we recognize this would be a disappointment, we do rely on visitors to answer the questions honestly, as this is key in protecting your loved one.
3. Visitor must sign the visitor screening and attestation form upon arrival (see attached to familiarize yourself with this form prior to the visit).

When you arrive

If you are late for your visit, you will only be able to visit for the time that remains in your time slot (e.g. if your visit is at 10:30 a.m. and you arrive at 10:45 a.m., you will only be able to have a 45-minute visit).

- Parking is in designated areas only; there is no parking on most side-streets. On-site parking is limited to 5 spaces, but paid street parking is available on Roncesvalles
- Entrance to the Garden for visits is through the gate on Marion Street. General visitors are not permitted inside the home or to enter through the Long Term Care entrance or the bridge from the

Independent living apartments. These restrictions are in place as only staff and essential caregivers are permitted indoors at this time.

- You will be screened at the entrance to the garden, which will involve a review of symptoms, contacts and travel history. Visitors will be required to sign-off that they have read, understand and agree to the screening and visiting protocols.
- Once you have passed the screening, use the hand sanitizer provided to you and don your surgical/procedure mask and wait until someone guides you to your designated visiting station.
- Your visits will all take place outside in the fenced in patio area, and you will be assigned a visiting station # when you arrive.
- A designated staff member will bring your loved one to you at your station
- Please be considerate and respectful when interacting with our staff, as many of them will be new to Copernicus and are following strict guidelines – they are not in a position to make decisions to change these protocols, so we respectfully request that you do not place them in a position to do so.
- There will be zero tolerance for any visitor who yells at, bullies or intimidates any staff member. Those who breach this requirement will have their visit terminated immediately.
- At the conclusion of your visit, you will exit the garden through the gate onto Marion St.

Required Infection Control Protocols*

1. All visitors must wear a medical mask at all times during their visit. The mask must be worn properly, fully covering your nose and mouth at all times.
2. Physical distancing is to be maintained **at all times** during the visit. Please do not move chairs, table or approach residents during your visit. Tables and chairs are set up to comply with physical distancing requirements.
3. Physical touching/hugging is not permitted at any time during these visits
4. No food or drink to be brought to visits, as masks must be and covering mouth and nose at all times
5. No gifting items/dropping off items for residents during visits
6. Please note that if your loved one is unwell on the day of your scheduled visit you will receive a call from the home stating that your visit will need to be re-scheduled
7. At the conclusion of the visit, clean your hands with the hand sanitizer provided
8. Rest assured each visiting station is cleaned with a high-level disinfectant between each visit

We take the safety of your loved one and our staff very seriously. Our screeners and monitors have been trained to identify any non-compliance with our protocols and address them immediately to ensure you understand their importance. Any non-adherence to these guidelines may result in a termination of your visit and future visits. It may also result in your loved one having to be isolated for 14 days. We all have a role to play in responding to the pandemic, and each of our actions has an impact on many other people.

If you have any further questions, please email us at activationstaff@CopernicusLodge.com or call the activation office at (416) 536 7122 ext. 253. The safety of our residents, families and teams is our top priority, and we thank you for your patience and co-operation with these visiting procedures.

See you soon!

*Sincerely,
Copernicus Lodge visit team*