



June 24, 2020

Dear Resident Families:

Re: Fred Douglas Lodge (FDL) Visitation during Very Low Levels of COVID-19

Across Canada, the risk of COVID-19 continues to pose real risks to public health and safety. Manitobans' efforts to prevent and control the spread of the virus have served our population well. The diligence of healthcare experts and providers and the general public have paid off with manageable COVID-19 case numbers, comparable to other jurisdictions.

Our province has entered Phase 3 of opening the economy and loosening restrictions around gatherings. That said, we must remain vigilant and continue with preventative measures that fight the spread of COVID-19. These measures must be balanced with supporting the health and well-being of our PCH residents which includes supporting the emotional connections that residents have with family members and loved ones.

At this time of very low levels of COVID-19 the provincial government is permitting the relaxation of visiting protocols in PCH's. Indoor visits will be commencing at Fred Douglas Lodge as an alternative to support other forms of visiting. Outdoor, Skype and window visits will continue. However, regardless of the type of visit taking place, restrictions regarding physical distancing, hand hygiene and use of PPE remain in place as needed for the particular type of visit.

Visitor restrictions, in conjunction with enhanced environmental cleaning and disinfecting practices, daily staff screening prior to entering the workplace, use of personal protective equipment as directed, and the implementation of the single-facility PCH staffing model continue to serve our residents, employees and loved ones well as we currently have no outbreaks of any sort in the facility. Actions to date and the continuation of these preventative measures now allow us to offer an alternative form of visiting.

As guided by Shared Health, outdoor and virtual visits remain the preferred and safer form of visiting to prevent spread of the virus. Indoor visits are being considered the alternative to these safer methods. Feedback that we are receiving from both residents, family and loved ones is that the outdoor visits especially have been much enjoyed. Residents are getting an opportunity for some fresh air and sunshine and our employees have been ensuring residents are appropriately dressed to provide maximum enjoyment during the visit. **As such, we will be maintaining our outdoor visits. In the event that either the weather or a resident's health circumstance prohibits an outdoor visit, we will move that visit indoors, at FDL's discretion.** We have designated our Quiet Room, located off of Fireside Lounge, for this purpose. Much like our outdoor visits, indoor visits for residents and visitors will take place with the following considerations in place:

1. Outdoor visits take place at our Circle Drive accessible off of Aberdeen Avenue. Visitors can drive into the parking lot and park their car in the Circle. Indoor visits will take place in the Quiet Room in the PCH. Visitors can still park in Circle Drive and come to the door where an employee will greet you.
2. Residents will benefit from visits with Designated Visitors; those individuals who are, in most cases, close family and/or friends who have a clearly established pattern of involvement in providing care and support in the resident's emotional wellbeing, health and quality of life. Residents may designate a reasonable number of close family members and/or friends for visits, with the goal to keep it to

those closest to them.

3. All visits must be pre-scheduled, at minimum 4 days, but no greater than two weeks, prior to the scheduled visit. No unscheduled visits are permitted.
4. A maximum of two visitors, whether outdoors or indoors, per resident will be permitted at one visit.
5. Visits will be limited to 20 minutes in duration and the number of visits allowed per family will be based on principles of fairness and equity for all families and availability of employees to facilitate the visit.
6. Visiting times will be 9:30-11:30 am, 1:00-2:30pm, 3:30-4:30 pm and 5:30-7:00pm Monday to Friday and 10:00-11:00 am, 1:30-3:30pm on Saturday depending on staff availability. This is subject to change as we assess the success of the visiting programs.
7. Due to the medical status of some residents and based on our clinical judgement and weather conditions, FDL may determine that an outdoor visit is not feasible and schedule an indoor visit instead.
8. On the visiting day:
 - Visitors should arrive 5 minutes prior to the scheduled visit in order to be appropriately screened. Visitors should wait at Circle Drive to be greeted by an employee. At this time visitors will be asked a series of questions regarding their health and known exposure to COVID-19 prior to entry. Any visitor who has travelled outside of Manitoba, excluding Western Canada, the Territories and Ontario west of Terrace Bay within the past 14 days will not be permitted to visit. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms or if exposed to COVID-19.
 - All visitors are required to sign in and out for each indoor visit.
 - Visitors for indoor visits will be escorted to the Quiet Room by an employee and are to minimize contact with surfaces (eg. employee will open and close doors, turn on light switches, etc.).
 - All visitors must comply with Infection Prevention and Control measures which include strict hand hygiene and maintaining physical distancing (6 feet/2 meters apart) at all times.
 - To comply with physical distancing measures and ensure adequate employee assistance is available an employee will accompany and be in attendance with the resident for the duration of the visit.
 - Individuals under the age of 18 years are not permitted at this time.
 - Pets are not permitted
 - Due to required infection control practices, food/beverages and other personal items may not be given directly to the resident at the visit.
 - Access to facility food/beverages and washrooms will not be available for visitors.
 - Wearing of a non-medical mask during outdoor visits is not required, but is encouraged. Wearing of a non-medical mask during indoor visits is required. Please be prepared and bring your own mask. If you do not come with a mask you will be required to purchase one from FDL in order for the visit to proceed.
 - FDL reserves the right to cancel visits due to inclement weather, employee availability, or non-compliance of visitors or other unforeseen circumstances.
9. In the event of cancellations by FDL every effort will be made to reschedule the visit within a reasonable period of time.
10. Off-property visits are not permitted given the risk to residents and to the facility associated with unknown nature of contacts, exposure and other required safety measures.

11. All visits, including outdoor visits will be suspended in the case of a suspected/confirmed COVID-19 outbreak in the facility or local area, or upon the direction of the Chief Provincial Public Health Officer.

It should be noted that indoor visits in resident rooms remain suspended. Exceptions will continue to be made on a case-by-case basis as per current guidance, e.g. visits for compassionate and/or end of life reasons.

To schedule your visit please contact Tatiana Morcilla at 204-586-8541 x123 or send an email to tmorcilla@fdl.mb.ca. Emails and messages left on the weekends will not be responded to until Monday. When you contact Tatiana please be prepared to provide the names, phone numbers and emails of the visitors that will be visiting and your preferred time.

Virtual visits (utilizing Skype, GoogleDuo) and window visits will continue based on pre-arranged appointments by contacting the Spiritual Care Coordinator, Michele Barr at 204-586-8541 x135 or mbarr@fdl.mb.ca.

The number of visits allowed per family will be based on principles of fairness, equity and availability of visit dates and times. Until we can gauge the demand, we will start by allowing only one visit per resident per week. This includes outdoor/indoor, Skype, GoogleDuo and window visits.

We have truly appreciated the kind words, notes, phone calls and signs that families and loved ones have passed along to management and our employees, expressing your deep thanks for the care we are providing and visits that have taken place to date. To know that both you, and our residents are benefitting from these long withheld times of closeness is extremely gratifying for all of us. We strive to do our best to ensure everyone, residents and loved ones, are cared for in an emotional way. We continue to also appreciate your patience as circumstances evolve and we adapt our practices to ensure that care and safety are maintained.

Sincerely,



Roslyn Garofalo
Chief Executive Officer