



FRED DOUGLAS
SOCIETY

Uniting Health, Heart and Home

July 31, 2020

Dear Fred Douglas Resident Families and Loved Ones;

In keeping with the government's Phase 4 Re-storing Services announcement Fred Douglas Lodge has amended the visiting protocols for families and loved ones. Thank you for your patience as we developed these plans. Notification from government was provided to PCH's at the same time as the general public. Significant announcements such as these take time to plan and implement. Having said that, all involved in the care of our residents understand the importance of close, in-person contact with those most important in their lives. Our protocols will support improved quality of life through enhanced visits for our residents while doing what we feel is important to minimize the risk COVID-19 transmission or any other infectious disease or virus.

Our staff have been consulting with residents and their contacts to identify up to two (2) Designated Family Caregivers to be involved in in-room visits commencing Tuesday, August 4th.

- **Designated Family Caregivers** are those individuals who have a clearly established pattern of involvement in providing active care and support to the resident's emotional wellbeing, health and quality of life. Caregivers will only be able to provide the names and contact information for up to two individuals; at this time no exceptions to this can be made.

These two individuals will be registered at the front doors and on the unit and granted access to the resident's room for in-room visiting during our designated visiting times. All visitors must leave the building at the conclusion of visiting times. There is no swapping in and out of names permitted. Any other visitors can continue to book outdoor, window or Skype visits with our Recreation Coordinator or our Spiritual Care Coordinator. We will reassess our procedures and make necessary changes as needed, which will be communicated to you. Please be aware of the following requirements to ensure successful visiting and to maximize the health and safety of all residents and our employees.

All visitors should be conducting a self-screening at home prior to coming to Fred Douglas. Please review the attached screening questionnaire to determine whether you should be visiting. You will be required to complete this questionnaire when you come to visit.

Visitors who have travelled outside of Manitoba within the past 14 days (excluding travel to Western Canada, the Territories and Ontario west of Terrace Bay) will be denied entry to the facility.

Only registered designated family visitors will be permitted to have in-room visits.

Our doors will remain locked. Visiting hours will be Monday-Sunday 1:30-4:30 pm. Evening times will be considered at a later date. During visiting hours there will be a staff member at the front doors to greet and screen designated visitors. If no staff member is present, please be patient; they may be accompanying other family members to a unit.

Visitors will be required to wear a non-medical mask and eye shield or safety goggles at all times when in the facility. Visitors must supply their own PPE equipment. Fred Douglas is not able to provide this equipment and you will not be permitted to visit in the facility without this equipment.

All visitors will be screened before entry to the facility. Anyone assessed by our staff as having known symptoms or known exposure to COVID-19 or cold/flu symptoms will be denied entry. **Please do not come to the facility if you are feeling ill in any way.**

All visitors are required to sign in and out. You will be provided with a visitor's badge to identify that you have passed screening and you have appropriate PPE.

Visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 metres apart). Hand hygiene must be performed on entry to the facility and upon exit from the resident's unit. Please review the enclosed poster on proper hand rub technique. Visits may be suspended if designated visitors do not comply with these measures.

Visitors will be accompanied to the resident's room by facility staff. Visitors should avoid touching any surfaces (door knobs/push bars, elevator buttons, etc.) on the way to and from the resident's room and at this time visiting can only take place in the room. Visitors are not permitted to linger in the halls, at the nursing station or in the unit lounge/kitchenettes. If you would like to speak to the unit nurse during your visit you can utilize the call button in the room and the nurse will attend to the room. At the conclusion of the visit, visitors are required to call unit staff using the call button to be accompanied off the unit and to exit the building. Visitors are not permitted to wander through the building or utilize café dining or fireside lounge. At this time there is also no visiting permitted in the inner courtyard or on the unit gazebos.

Visitors must maintain physical distancing with staff and other residents. Avoid visiting with other residents. Designated visitors not from the same household must maintain physical distancing (2 meters/6 feet) from each other. Hugs and handholding with your loved one are allowed; please maintain distancing as able.

If you bring food or personal items for your loved one, please remember that items must be in a wipeable container. Please clearly label the item with the resident's name and room number. A table will be set up by the front door for these which will be distributed to the resident at a later time.

We strongly recommend that visitors refrain from using the washroom facilities as no additional cleaning for washrooms will be performed with in-room family visiting. If designated visitors require a washroom only the washroom in the resident's room can be used.

Family members and loved ones who are not Designated Family Caregivers are General Visitors.

- **General Visitors** are family and friends who visit for social reasons.

At this time, General Visitors can visit with residents during scheduled outdoor visits. Up to four visitors can attend an outdoor visit at one time. Minors under 18 years of age must be accompanied by an adult. General Visitors will be screened prior to the visit. The visit will be supervised at a distance by Fred Douglas staff, physical distancing must be maintained during the visit and wearing a mask is recommended. Family and loved ones can continue to schedule these visits by contacting Tatiana Morcilla at tmorcilla@fdl.mb.ca, 204-586-8541 x123. If you find window and Skype visiting is your preference you can arrange these with Michele Barr, mbarr@fdl.mb.ca, 204-586-8541 x135.

Fred Douglas reserves the right to cancel all visits in the case of a confirmed/potential COVID-19 outbreak in the facility or local area or upon the direction of the Chief Provincial Public Health Officer or for non-compliance with these very important visiting requirements.

We are all entering this next phase with trepidation. We are aware that there are a number of family members and loved ones who are concerned about the relaxation of visiting within the facility. Our residents' and employees' health and wellbeing are dependent on everyone following these necessary practices. We are hopeful that these visits with loved ones will serve to benefit and support our residents' health and well-being.

We very much appreciate your adherence to our visiting requirements. Please contact me if you have any questions or concerns.

Sincerely,



Roslyn Garofalo
CEO

Date: _____
 Temperature: _____
 Time of Arrival: _____

Visitor Name: _____
 Phone#: _____
 Reason for Visit: _____

If you answered “**no**” to all of the above, you may **proceed to visit**.

In the past 14 days, have you returned from travel outside of Manitoba (not including travel to Western Canada, the Territories or Ontario west of Terrace Bay)?	Yes No
In the past 14 days, have you had exposure* to a confirmed case of COVID-19? <small>*exposure may include scenarios like: large events or settings with confirmed case(s) of COVID-19</small>	Yes No
In the past 14 days, have you been instructed to self-isolate?	Yes No
In the past 14 days, have you had new onset of any of the following symptoms: fever/chills, cough, sore throat/hoarse voice, shortness of breath/breathing difficulties, loss of taste or smell, vomiting or diarrhea (more than 24 hours), poor feeding (infant)	Yes No
OR	
New onset of two (2) or more of the following symptoms: runny nose, muscle aches, fatigue, conjunctivitis (pink eye), headache, skin rash of unknown cause, nausea or loss of appetite	Yes No

Phone number is required in case contact tracing becomes necessary.

How to Hand Rub



Apply a dime-sized amount (2-3 ml) of product into palms of dry hands



Rub product into hands palm to palm



Rub fingertips of each hand in opposite palm



Rub between and around fingers

— Rub hands for 15 seconds —



Rub each thumb clasped in opposite hand



Rub back of each hand with opposite palm



Rub hands until dry before performing another task



DO NOT WIPE OFF.



Shared health
Soins communs
Manitoba