



**FRED DOUGLAS**  
SOCIETY

Uniting Health, Heart and Home

August 26, 2020

Dear Fred Douglas Resident Families and Loved Ones;

Fred Douglas Lodge commenced in-room visiting on August 4<sup>th</sup> for designated family caregivers. A letter outlining the mandatory safety protocols was emailed to designated family caregivers and posted on our website on July 31<sup>st</sup>. Copies of the letter have also been available at the screening station at the front entrance.

Staff have spoken to visitors regarding the required visiting protocols as they see non-compliance or unfamiliarity with the rules. We are grateful and appreciate those visitors who have done their best to adhere to the protocols and who have been considerate of the situation we all find ourselves in.

However, non-compliance is outweighing compliance. After three weeks of in-room visiting, staff and management have witnessed numerous and repeated acts of non-compliance with the visiting requirements. Furthermore, our employees are being subjected to rude behaviour, vulgar language, threats and a general disregard for their personal safety and that of the residents by some visitors.

The following concerns have been identified by employees as visitor behaviour that does not comply with the needed protocols:

- Not wearing PPE (mask and/or eye shield) while in the building
- Removing PPE while in the resident's room
- Wandering in the hallways and not staying in the resident's room
- Approaching and lingering in the unit lounge area and nursing station, including going into the fridge and microwave
- Accessing and lingering in Fireside Lounge
- Arriving less than 10 minutes before end of visiting times
- Not leaving when announcement for visiting time has ended
- Swearing at employees
- Threatening employees
- Not pulling the room call bell to be escorted from the building

With the sharp increase in COVID-19 cases in the province over the past 2 weeks and the non-compliance of visitor protocols, FDL Management is having to consider terminating in-room visiting. This will mean a return to outdoor, window and Skype/virtual visiting only.

This week we are taking extra steps to enforce the visiting requirements as detailed in the July 31 letter. Management staff will be assisting with visitor screening to provide education and reminders on visiting protocols for both employees and visitors. Management is walking throughout the building to ensure visiting is restricted to resident rooms and PPE is in place. Compliance with the protocols will be conveyed for the safety of all. Non-compliant visitors will be asked to leave the building. In order to observe compliance with PPE use, resident room doors will remain open during visits.

In order to safely care for residents and provide a safe workplace for our employees, compliance with visiting protocols and the Visitors Code of Conduct must be adhered to. FDL Management is morally and legally obligated to protect the well-being of staff. Families and loved ones have entrusted the well-being of residents to us. If we cannot have visitor protocol compliance and respectful behaviour towards all employees, all in-room visiting may be terminated. Management does reserve the right to terminate any visit that is not in compliance with the previously stated protocols..

All requirements were put in place to keep everyone safe and to minimize the risk of introducing COVID-19 into the Lodge. We must work together to ensure the safety of our residents and employees. We appreciate your needed cooperation with our measures. Please contact me if you have any concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Roslyn Garofalo". The signature is fluid and cursive, with a large initial "R" and "G".

Roslyn Garofalo  
CEO