

## Updates to Social Visits at The Evergreen Hamlets at Fleetwood

Wednesday, March 31, 2021

The Evergreen Hamlets at Fleetwood are excited about the [incredible changes](#) that many people have been waiting for regarding social visits with their loved ones. We respect the challenges faced by Public Health Officials in finding a balance between safety and providing quality of life for those in our care. The following Social Visiting Plan has been developed to support the safety of our Residents, visitors, and team members with the intent to communicate these protocols effectively to those who are participating.

Starting April 1st, 2021, the following will be in effect:

- Visiting hours are daily from 9:00 AM to 5:00 PM seven days a week. Visitors are welcome to stay as long as they like within these hours aside from mealtime hours of 11:30am to 1pm.
- Visits are permitted for up to two (2) visitors, plus one (1) child (defined as 18 years or younger) per Resident. Pets are unfortunately not permitted at this time. Visitors are strongly encouraged to visit with other members within their own core bubble or household.
- Visits are permitted in the Resident's room, in our designated visiting area (the auditorium), and in the outdoor courtyard. If visiting in the outdoor courtyard, additional social visitors are permitted within the current directive of the Public Health Office (no more than 10 people gathered in total, all wearing masks for the duration, and there is appropriate space to physically distance with the larger group).
- Visits must be pre-booked and scheduled in advance through the Screening Team.

**Contact the Screening Team at 604-597-7906 x10104, or [evg.screener@thehamlets.ca](mailto:evg.screener@thehamlets.ca) to book your visit!**

- Visitors will have a designated single point of entry and exit via the main entrance of Building 100. If no one is present at the main entrance, please use the buzzer at the outside of the door to speak with a Screener.
- Visitors will be screened by a member of the Screening Team at the main entrance and will be asked to provide their telephone number for contact tracing, as well as other health-related questions as per the directive of the Health Authority.
- Proper hand hygiene must be maintained throughout the visit. Sanitizers are found throughout the home in addition to at the main entrance screening table.
- Visitors are required to wear a surgical, non-reusable face mask throughout the duration of their visit without exception. We request that visitors bring their own non-reuseable masks, and encourage all visitors to wear eye protection (goggles or face shield) at all times.
- Physical contact, including hugging, will be allowed, provided visitors wear proper Personal Protective Equipment (PPE) and follow proper infection control procedures (i.e., hand hygiene,

cough etiquette, etc). Visitors are not permitted, however, to provide any care needs of the resident, such as hair cutting, nail trimming, or transferring. Please ask a team member for assistance if required.

- Visitors must go to their designated visiting area upon entry. Once the visit has concluded, please call a member of our Screening Team using your personal cellular device to assist you back to the screening area to exit the building. If you do not have a personal cellular device, please let the Screening Team know when you are booking your visit so that we can have a phone handy for you.
- Screeners will be on hand to assist visitors to the Resident's Hamlet or visiting area, providing access to elevators and secured areas as needed. Elevator access will be limited to one family group at a time and with no more than three (3) persons in the elevator at any time.
- Visitors are encouraged to please refrain from leaving and returning to the home within the same day.
- Visitors may use the restroom facilities found within the Resident's room they are visiting within. If the visit is in the outdoor courtyard, visitors are welcomed indoors to use that Resident's restroom.
- Visitors will be permitted to bring in home-prepared (ie., not commercially prepared items) food for Residents, provided it is in a single-serving, disposable container that can be easily sanitized.
- Visitors may continue to bring items or gifts for Residents provided that they can be easily sanitized and are cleaned at the screening table upon entry.
- For any articles of clothing brought in for a Resident, visitors are asked to leave clothes in the Resident's room and make sure to inform the screener so staff can label and launder.
- Visitors are encouraged to visit with only one Resident per day. If you regularly see more than one Resident, please visit with them on another day.
- While onsite visits will be scheduled and coordinated through the screening team, all offsite social leaves are to be arranged through either the Admin Assistant or Care Coordinator. These leaves must be booked in advance to facilitate any special needs, including any medication requirements.
- For social leaves, Residents are to be screened upon departure and re-entry via the main door. Please ensure that this occurs between visiting hours (9am-5pm).
- Residents returning from a leave are not required to isolate for 14 days upon re-entry.
- In the event of an outbreak, visits will be suspended. Positive COVID-19 cases resulting in enhanced monitoring may also impact the availability of visits and visitors may be contacted as necessary.
- Essential Visits rules have not changed, and virtual visits and are still strongly encouraged.
- Social Visiting Plan conditions are subject to review and revision by The Hamlets' Leadership Team at any time.
- If a visitor is found to be non-compliant with the mandated safety precautions, future visiting privileges may be revoked by the DOC/GM.

Family and visitors can request an immediate review of decisions of The Hamlets at Fleetwood regarding visiting rules and restrictions and shall be provided the ability to speak with an administrator or administrator on call; or further review of a decision through, or facilitated by, the health authority Patient Care Quality Office. See [pages 11 and 12 of this communication](#) for further details.

Thank you for your support and we look forward to safely welcoming you through our doors again!