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Resuming Visits in Long-Term Care
Extended Care and ILTC

Guidelines and Information Package for
Visiting Loved Ones

June 2020

Dear Family Member

We know you are missing your loved ones. Our Extended Care and ILTC team would like you see you enjoy time with your family. At the home, we have been working on ways to ensure safe “supervised” visiting methods as per the Ministry of Long Term Care Requirements

With the nice weather upon us, we have designated an OUTDOOR VISITING area for you and your family member for safe visiting.

We will establish a scheduling practice that provides meaningful and equitable access to visits for all resident and considers the staffing and space capacity available to the home to maintain safety of residents, staff and visitor. We will work on first allowing each resident in the home one visit per week.

- Visits will be allotted in 15 to 30 minute increments to allow all families/friends to visit their loved ones.
- All visits will take place at the home entrance on ECU—off Plymouth Rd.
- Only one person may visit at a time per resident
- The visiting area will be cleaned and disinfected between every visit
- Please do not arrive until 5 minutes before you schedule visit. We ask you do not arrive too early so you are not crossing paths with other family members
- We ask that you wait in your car until the visiting supervisor signals you to come forward
- Visitors are to ensure physical distancing (2m/6'). To assist with this we have designed a visitor booth, which will allow visits to happen, but keep everyone safe.

We ask you please follow the guidelines below to ensure a safe visit that include:

1. You must be able to prove that you have received negative COVID-19 test within the previous 2 weeks. And subsequently continue to provide proof every two weeks to continue with visits.
2. You must wear a mask/face covering at all times. All visitors are required to provide their own mask/face covering.

3. Go to the Sign says "Family Visiting Area"
4. **Only one person may visit a resident at a time.**
5. Wait for "Visit Supervisor" to invite you to the visiting area
6. Do not bring pets or any outside coffee or food for the Resident.
7. **We know it will be extremely hard not to want to embrace physically your family member. Please ensure that you are following physical distancing guidelines. Failure to do so will result in your family member being in isolation for 14 days and a COVID 19 test completed.**

Should you have any questions, please feel free to call or ask Lezlie Leduc, 905-732-6111 ext: 34585.

Visitor Check List

- ✓ Able to attest to a negative COVID-19 screening test within previous two weeks.
 - You are responsible for booking your own COVID test
- ✓ Pass an active screening questionnaire administered by home staff
- ✓ Practice Safe Physical Distancing
- ✓ Practice Hand Hygiene
- ✓ You must provide your own mask/face covering to wear throughout the entire visit.

Please NOTE: Any non-adherence to these rules will be the basis for discontinuations of visits.

Thank you and Stay Safe

Lezlie Leduc, M.Sc., R/TRO

Programs and Services Manager

Extended Care Unit

Niagara Health System, Welland Site

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Testing and Lab Results for COVID-19

Screening with Public Health

Call the Public Health Info-Line at 905-688-8248, press 7 then follow the prompts.

Monday to Friday from 9:15 am to 8:30 pm

Saturday and Sunday from 9:15am to 4:15pm

Screening with Niagara Health

St. Catharines or Niagara Falls Hospitals

Call 905-378-4647 ext. 42819 (4-CV19).

Monday to Sunday 9 a.m. to 5 p.m., and accept walk-ins until 4:30 p.m. daily.

To Get Your Results

Register for MyChart

Visit [MyChart](#) and complete the online form. You must have a valid Ontario health card and be 13 years of age or older.

Upload a clear photo of your Ontario health card

Take a photo of yourself holding your health card and upload the photo

Activate your account. You will receive an email with a link and four digit PIN within one business day.

or

The Provincial Portal

If you cannot access your lab results through MyChart, try the provincial portal. Ontario launched a user-friendly, online portal for the public to easily access their [COVID-19 lab test results](#).

By offering faster and secure access to test results on your computer or mobile device, this portal will help ease pressures on public health units and frontline workers to provide this information so they can better focus on containing COVID-19.

Please Remember:

It is important to remember that a COVID-19 test is only a snapshot of your health on the specific date and time the swab was taken. No testing is perfect and a negative result does not mean you have not been exposed to COVID-19. You can still develop symptoms days after your test was taken.