



**MISERICORDIA**  
H e a l t h · C e n t r e  
*The future of care*

July 24, 2020

Hello everyone,

### **Re: Extended indoor visitation at Misericordia Place**

We recognize the important role ongoing connection with family and loved ones plays in the health and well-being of residents. At Misericordia Place, we actively support the ability of residents to remain connected to their loved ones.

We believe it's necessary to take a balanced approach to visitation, one which mitigates risk of COVID-19 transmission, while allowing for critical interaction.

We continue to follow public health's guidance, closely reviewing visitation policies and processes to ensure the safety of our residents, staff and the community.

### **SCHEDULING VISITS**

Please call in advance to schedule a visit. We maintain a scheduling system to ensure appropriate physical distancing and all residents have an equal opportunity to visit with loved ones.

Misericordia Place visiting hours are 10 a.m. to 6 p.m., unless otherwise pre-arranged. Residents' family and friends will be treated with compassion and understanding to accommodate special circumstances.

**To schedule a visit, please call 204 788-8440 Monday - Friday, 8 a.m. - 4 p.m.**

### **NEW: IN-ROOM VISITS**

As per the Province's Restoring Services: Phase 4 plan, effective Monday, July 27, in-room visits are available at Misericordia Place for designated family members/caregivers.

Each resident or designate can identify two support people who will be able to visit the resident's room. Additionally, residents/designates are able to identify general visitors who wish to visit for social reasons. Outdoor visits are preferred for general visitors, but exceptions may be made on a case-by-case basis.

## REMINDERS FOR ALL VISITORS:

For in-room, indoor and outdoor visits, all visitors must be screened prior to entry and sanitize their hands and asked to wear a mask.

Visitation will be permitted provided that the visitor(s) meet Public Health COVID-19 screening criteria.

**For in-room visits:** please proceed straight to the resident's room and minimize time in common areas.

While on-site, visitors will have access to basic facilities such as washrooms.

## INDOOR VISITS

We continue to offer indoor visits on the main floor of Misericordia Place for general visitors and/or when outdoor visits are not an option.

## OUTDOOR VISITS

Outdoor visits are preferred and encouraged for general visitors. Outdoor visits will be allowed for a reasonable number of visitors per resident. For example, up to four people at a time, as long as physical distancing can be maintained.

Families and friends may go for a walk with the resident nearby Misericordia Place.

For outdoor visits, mask use is encouraged.

As the COVID-19 situation evolves, so will visitation guidelines at Misericordia Place. We appreciate your cooperation and understanding.

As always, please let me know if you have any questions or if I can help with anything: feedback is appreciated.

Yours sincerely,



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