



**MISERICORDIA**  
Health Centre  
*The future of care*

November 25, 2020

Hello everyone,

### **VISITATION UPDATE: Designated Family Caregivers**

I'm excited to announce reinstatement of Designated Family Caregivers on all floors of Misericordia Place starting tomorrow.

I know it's been an extremely challenging time and seeing loved ones is important for residents and family alike. In order to welcome Designated Family Caregivers back, additional measures are being put in place to ensure the safety residents, staff and visitors.

General visitors – those who visit for more social reasons – are still suspended from visiting until further notice.

### **Visiting hours**

We are introducing set visiting hours for the time being. Visiting hours are daily 10 a.m. – 6 p.m. Please call us in advance to let us know when you will be visiting. We just want to have an idea of how many designated caregivers are here at one time.

- **Weekdays, 8:00 a.m. – 4:00 p.m.**, call the reception desk at [204-788-8440](tel:204-788-8440)
- **Evenings and weekends**, call your loved one's unit:

**MP1 - 204-788-8431**

**MP2 - 204-788-8432**

**MP3 - 204-788-8433**

For visits outside of the set hours (10 a.m. – 6 p.m.), we will accommodate requests where possible.

Please consider visiting at mealtimes to assist your loved ones.

### **Designated family caregivers' screening**

All designated family caregivers must be screened before entering the facility. During regular visiting hours (10 a.m. – 6 p.m.), visitors can head directly to Misericordia Place for screening. During these hours, please use the parkade entrance at 25 Sherbrook Street or the entrance off the parking lot by Wolseley.

To enter, you must be wearing a non-medical mask and sanitize your hands.

## Personal protective equipment (PPE) for designated family caregivers

Additional safety measures for Designated Family Caregivers now include wearing personal protective equipment (PPE).

The appropriate PPE – medical grade mask and eyewear – will be supplied to Designated Family Caregivers upon arrival. Staff will assist with how to properly put on and take off PPE.

If your loved one has been placed on isolation, you will be required to wear a gown and gloves when entering the room. Staff must show you how to take the equipment on and off before you can enter the room. As we will know when you are coming, we will be prepared to have someone meet you prior to you entering the unit.

## Visits in suites only, please

Once equipped with PPE, please proceed directly to your loved one's suite.

Please understand we are excited to welcome designated family caregivers back on site, but need to do so safely. For this reason, we ask Designated Family Caregivers to visit in their loved one's suite and not linger in common areas.

We also appreciate designated family caregivers carefully following public health orders, especially limiting contacts.

*PPE and other visitor requirements may change as per public health directives. We will communicate any changes in future family updates.*

**REMINDER: Do not visit if you are feeling ill or have any flu-like symptoms, have travelled outside of province within the last 14 days, or have had close contact with a confirmed or suspected positive COVID-19 case.**

Questions or suggestions? Please reach out to me at any time – we're in this together.

Yours sincerely,



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