



Family Visit at Villa Colombo Toronto Plan and Procedures for Families

Who can visit?

- Must be on file as Power of Attorney (POA), Substitute Decision Maker (SDM), Next of Kin, or other contact that is at least 18 years old.
- Must pass an active screening questionnaire administered by staff. Visitors experiencing any symptoms as per screening criteria will not be permitted to visit. Failure to pass the screening questionnaire will mean the visit must be rescheduled. Visitors are not required to attest to negative COVID-19 test for outdoor visits. Once the visits are moved indoors, visitors will be required to verbally attest to a negative COVID-19 test within the last two weeks before the visit.
- Must comply with the home's infection, prevention and control (IPAC) protocols, which includes proper use of face shield or surgical/procedural masks and use hand sanitizer before and after the visit. While hand sanitizer will be provided at the home, visitors will be expected to provide their own face coverings for outdoor visits. Face shields will be available at entrance for a cost of \$10.00 exact cash only.
- Must maintain two (2) meters between residents and families at all times with no physical contact.
- Must be able to independently mobilize about 200m with a rest break midway if needed.
- Must be able to dedicate and tolerate approximately one (1) hour of time for the pre-screening, visit and exit process. Please note that there will be no bathroom access.
- With the exception of service animals, pets are not permitted.

How will the visits be scheduled?

All visits will be prescheduled on a fair and equitable basis, taking into consideration space for social distancing, PPE supply, and staff availability to provide support. Each resident will get one 30 minute visit a week during the first phase with a maximum of two visitors per appointment. The designated POA for each resident will receive a call from one of our team members to schedule the visit. We ask that you meet with your family to determine three times that best work for you and be prepared to provide this information at the time of the call. We will do our best to accommodate your request based on availability. Please note that bookings cannot be made by unit staff. During the call, the POA will also be asked to identify the individuals coming to the visit. It is important that as a family you identify who will be the most appropriate people to attend and again have that information ready when you receive the call. If there are individuals visiting who are not able to mobilize independently for the above specified 200m with a rest break, please let us know during the call and we will do our best to make special provisions if possible. We will start the booking process within 24 hours of the day we are declared out of outbreak. Visits will then begin the first weekday, 48 hours post outbreak.

What are the visit times?

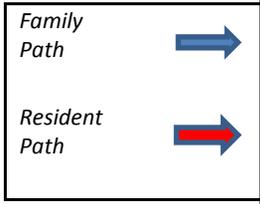
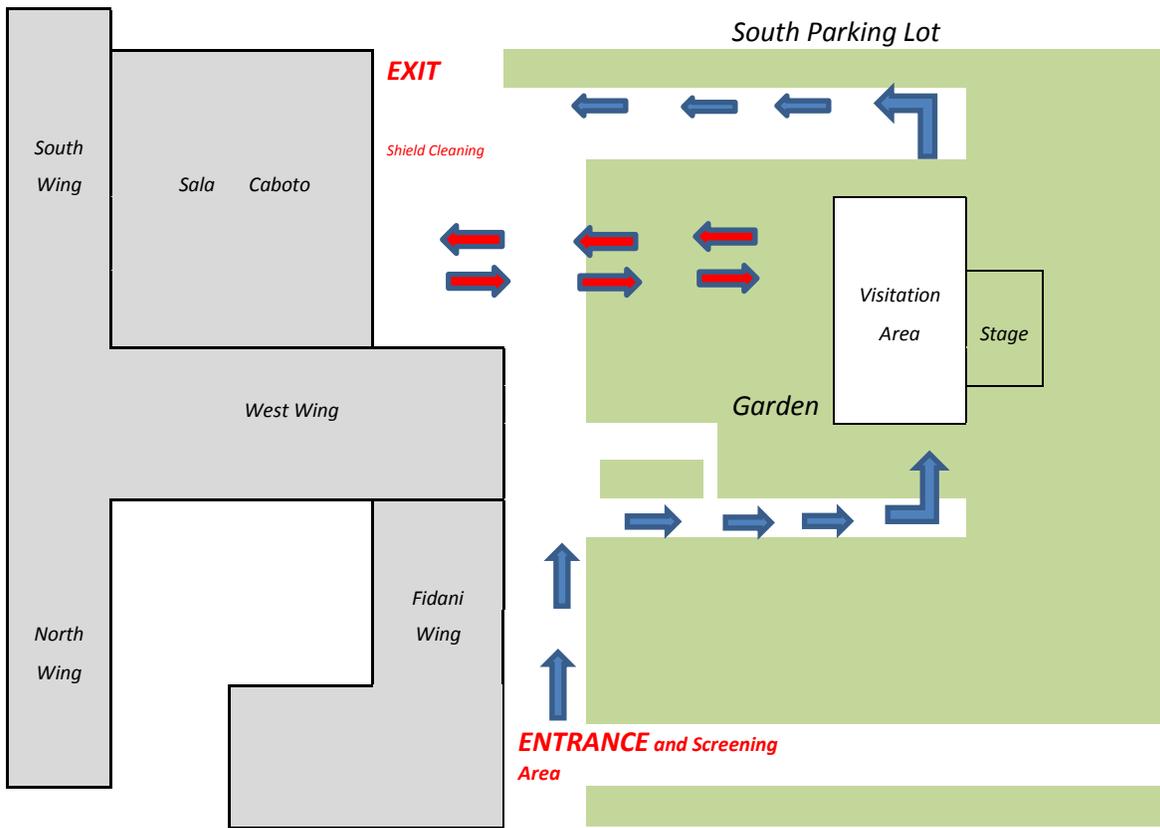
We will have 7 designated visit times per day. Each visitation time period will accommodate up to 8 visits, for a total of 56 timeslots/visits per day. The **timeslots will be at 9:00am, 10:00am, 11:00am, 1:00pm, 2:00pm, 3:00pm and 4:00pm.** This has been decided to ensure proper physical distancing and the necessary support from staff. As conditions change, we will revise the schedule and the length of the visits and inform the families accordingly.

What to expect at the time of visit?

Family members/visitors should arrive 15 minutes prior to the booked appointment to allow time for the screening process and for staff to bring your loved one down for the visit. Upon completing the screening process, a mask will be provided for you to wear if you do not have one. You will also be able to purchase a face shield if you prefer for \$10.00 (cash only). You will then be escorted by staff member to the designated visitation area (see map of visiting area for details). During this first phase, there will be no physical contact with the residents during the visit. Additionally, family members are asked not to bring any gifts or food items.

VILLA COLOMBO GROUNDS MAP - POST OUTBREAK VISITS

Playfair Avenue



North

Parking Lot

Columbus Centre

Columbus Centre

Lawrence Avenue