

What to Expect During your Visit

Outdoor Visits

- You will be screened upon arrival. This will include answering questions.
- Bring your own mask/face covering.
- Two people can visit up to once a week
- Visits are weather dependent.
- Visitor washrooms are not available.

Indoor Visits

- You will be screened upon arrival. This will include answering questions, and providing an attestation of a negative COVID-19 test result in the last two weeks and subsequently not tested positive.
- You will be provided with a surgical mask. You will not be able to wear a non-medical mask or face covering.
- Two people can visit up to once a week
- No visitors under the age of twelve.
- Visitor washrooms will be available.
- You will be taken to the area to visit with your loved one.
- You will be asked to hand sanitize before and after your visit.

Essential Caregivers (EC)

Individuals who are not staff and provide care and service to one resident in the home. In many cases, these essential caregivers are family members.

- One visit per resident per week
- Visits will be in the resident room

Please inquire with the home as to their process for managing Essential Caregivers.

Hand Sanitize

Remember to sanitize your hands before and after visiting your loved one.



Social Distancing

Remember to maintain a safe two metres or six feet distance between you and your loved one unless there is an appropriate plexiglass barrier in place.



Mask Use

Remember to wear a mask at all times when visiting your loved one.



HILLSDALE TERRACES

600 Oshawa Boulevard North
Oshawa, ON L1G 5T9
905-579-3313



FAIRVIEW LODGE

632 Dundas Street West
Whitby, ON L1N 5S3
905-668-5851



HILLSDALE ESTATES

590 Oshawa Boulevard North
Oshawa, ON L1G 5T9
905-579-1777



LAKEVIEW MANOR

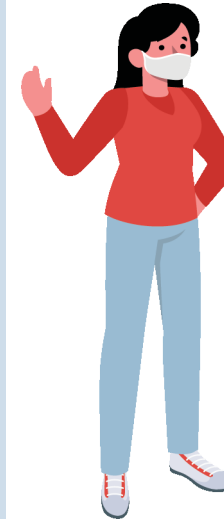
133 Main Street
Beaverton, ON L0K 1A0
705-426-7388

www.durham.ca

This pamphlet was designed using resources from Freepik.com

Visiting our Long-Term Care Home in the Time of

COVID-19



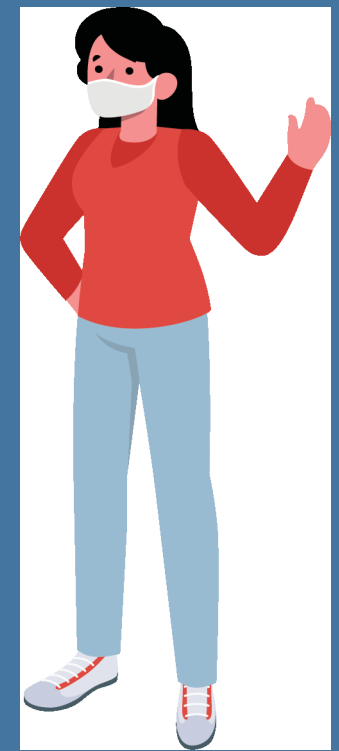
Understanding COVID-19 restrictions, what to expect when visiting your loved ones, and your responsibilities as a visitor.



If this information is required in an alternative format, please contact 1-800-372-1102 ext. 2745.



Stay at least six feet or two metres apart from your loved one unless there is an appropriate plexiglass barrier in place.




Things to Remember

- Contact the home to schedule your visit.
- Please arrive five minutes before your scheduled visit time and proceed to the screening area.
- Please keep to the time scheduled for your visit.
- Let the home know if you have to cancel the visit as soon as possible.
- Check with your home regarding what gifts or items you can bring.
- Minimize jewelry and accessories (you may want to leave your coat and/or purse in the car). The fewer items you bring, the lower the risk of virus transfer.
- Should you bring a cell phone, it may be wiped down with a disinfectant.
- Avoid touching your face, eyes or ears, or adjusting your glasses during your visit.
- Pets are not allowed to visit at this time.

Your Responsibilities as a Visitor

- Remember, we are trying to keep everyone safe and healthy. **Respect the guidelines** that have been put in place and please ask if you do not understand them.
- Answer screening questions honestly.
- Your visit is limited to your loved one, **no other residents**.
- Follow all the outlined rules for visiting. Non compliance will result in a discontinuation of visits.
- **Review the visitor code of conduct** and be considerate and respectful when interacting with individuals.



COVID-19 is a very contagious illness. It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.

It is important to consider the safest way to visit your loved one. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.

