



## End of Life Visit During COVID-19

It is our privilege to walk this journey with you and your loved one during this time of end of life. We recognize that the added limitations of COVID-19 bring challenges for you as a family, and we are here to support you during this difficult time. We are asking you to take some extra precautions to help ensure the continued health and safety of our community. We are working extremely hard to keep everyone safe. We have been given guidelines from the Ministry of Health, which are intended to help protect you, your loved one, our other residents and our staff.

Thank you for helping us in these challenging times.

### **Please observe the following procedures when you are making a visit:**

- You must telephone the Charge Nurse to obtain telephone pre-approval **before** you arrive to visit.
- You must pass a screening test every time you enter the building.
- You must **always wear a mask** in the home, including at the bedside.
- You may be asked to wear other protective equipment for the duration of your visit.
- You must sanitize your hands when entering and leaving the building and when entering and leaving your loved one's room.
- Please go directly to the room of your friend/family member and do not visit in the hallways or stop in at other resident's rooms. We ask that you not use washrooms in the Home other than that in your loved one's room.
- Only one visitor is allowed. Any exceptions are to be made by the Executive Director, Director Resident Care or designate.
- One visitor is permitted in the Home at a time. Other visitors are asked to remain outside the home respecting physical distancing and wearing a mask or remain in their vehicles while waiting for their visit.
- Please try and limit the length of your visit to a few hours, if possible.

Although these limitations must be in place for the safety of everyone involved, we hope that this time of visiting and supporting your loved one will be meaningful, and we would be pleased to offer any support possible during this time, and especially during your visit. We are privileged to be able to care for your loved one in this time in their life. If you would like some additional support, our Chaplain is available to be in touch with you to support you during this time. They can assist with video phone calls with family members if that is helpful. Please talk to any member of our staff if you have questions or concerns.