



June 23, 2020

Dear Families and Friends,

We know how difficult being separated from your loved one has been over these last few months. As the Province moves toward re-opening, we are looking to start outdoor visits with friends and family of those we support. Our goal over the next few weeks is to ensure safe, happy and healthy visits. We have been working on ways to ensure safe and supervised visiting opportunities. Visits will resume on Friday June 26<sup>th</sup> and continue unless otherwise directed by the Ministry. The up to date guidelines from the Ministry of Health require all visitors to have a negative COVID-19 test before visits can resume. Please note that visits will only occur outside and may be cancelled at any time due to inclement weather or to meet the operational needs of the home.

With the nice weather upon us, we have designated an outdoor visiting area at each home location for you and your loved one for safe visiting. Please speak directly with your program supervisor to find out where the outdoor visiting area is located at your home.

We ask you to please follow the steps below to ensure a safe visit:

**Step One:**

**Undergo a COVID-19 test with a negative result within the last 14 days of the visit. You will be required to attest that this has been completed and was negative on the screening checklist.**

**Option 1:**

Call any of the below centres to book an appointment:

- Cambridge Memorial Hospital 700 Coronation Boulevard, Cambridge (Cambridge Memorial Hospital, separate entrance) Please note: This location is not accessible for individuals with mobility issues. 519-621-2333 ext. 2689
- Grand River Hospital COVID-19 Testing Centre 835 King Street West, Kitchener 519-749-4300 ext. 6824
- St Mary's General Hospital COVID-19 Testing Centre 50 Bathurst Drive, Unit 11, Waterloo 519-885-9517

## Option 2:

Drive-through testing centre operated by Grand River Hospital. No appointment is necessary but wait times range from 1-2 hours.

Open from 7:30am-6:30pm.

Location: Catalyst 137 parking lot on 137 Glasgow St. in Kitchener. Please consult your local Public Health unit for further information.

## Step Two:

- Please book an appointment to visit with the Program Supervisor of your home (minimum 2 days' notice). Everyone may have at least one visit with up to two visitors per week.
- The visiting area will be cleaned and disinfected between each visit.
- Please do not arrive **until 5 minutes before your** scheduled visit. We ask that you do not arrive too early to avoid crossing paths with other potential visitors
- Visitors are to ensure physical distancing (2m/6') with all others at the home.
- **You must pass the active screening prior to your visit including an attestation that you have received a negative COVID-19 test.**
- If you are not feeling well, for example: temperature, cough, respiratory symptoms, please contact the home to reschedule your visit.
- Clean your hands using the hand sanitizer provided at the home
- Wait for a staff member to invite you to the visiting area. A mask must be worn at all times while at the home.
- A staff member will supervise the visit to ensure that all protocols are being followed, but they will maintain a distance to ensure privacy for the visit.
- Please bring your own mask. Cloth face masks are acceptable. Do not bring pets or any outside beverages or food items for your loved one
- Only gifts that can be safely disinfected or laundered will be accepted at a visit. These should be given to the staff member to disinfect or launder before giving to the person supported.
- No physical contact is allowed with your loved one. Please ensure that you follow physical distancing guidelines and remain within the designated area. Failure to do so may result in your loved one being having to be isolated for 14 days and a COVID-19 test completed. Future visits may be discontinued.
- If you do the following at any time: blowing your nose, touching your eyes or mouth; coughing or sneezing; immediately clean your hands with the hand sanitizer provided
- Exit the home's property immediately at the conclusion of the visit.
- Failure to follow any of the above guidelines will result in the possibility of future visits being discontinued.
- At this time, no one is allowed inside the home. Bathrooms are not available for use, so please ensure you have used a bathroom before your visit.

Should you have any questions, please speak to the staff on duty or the Program Supervisor. Enjoy your visit! We hope to continue to move forward to open up safely to further visiting in the coming weeks.

Sincerely,

Kathy Loveys  
Executive Director