



April 1, 2021

Dear Residents & Families,

The COVID-19 pandemic now finds us in a healthcare system crisis not only in our community but across the province. Chatham-Kent Hospice wants to continue to do its part to ease this crisis by supporting local palliative patients and their families. To ensure the protection of our residents, visitors, volunteers and staff, safety protocols have been reviewed and enhanced. Please know that our Hospice residents continue to be our first priority and our professional care team continues to provide compassionate care.

Screening and Personal Protective Equipment (PPE)

Active screening protocols for all visitors, staff, and volunteers remain in place and frequent cleaning and disinfecting of high touch objects and surfaces is being adhered to.

All visitors, volunteers and staff will continue to be actively screened with each visit/shift:

- Undergo and pass the screening questions twice (upon entering and exiting)
- Perform hand hygiene
- Wear personal protective equipment which may include: mask, gown, and disposable gloves and eye protection

Any visitor who fails the screening will not be permitted to visit. Visitors who are feeling unwell at any time are encouraged to immediately report their symptoms to the nursing staff for guidance.

Visiting Guidelines

We understand the importance of visiting your loved one during this very difficult time and have put in place the following guidelines out of necessity for the safety of all concerned.

- All visitors **must** wear a mask and any additional required personal protective equipment **at all times** during their visit
- The resident or substitute decision maker may designate up to 4 people (designated visitor) who may visit for the duration of the resident's stay
- The resident may have a maximum of 2 visitors in the building at a time
- When the resident is within their last hours to days of life (PPS 10%), all 4 designated visitors may visit at the same time
- We ask that designated visitors take precautions to limit their potential exposure to Covid19. Please see below for further expectations of a designated visitor.

Expectations of a Designated Visitor

As a designated visitor for someone who is currently residing in Chatham-Kent Hospice, we ask that you take preventative measures to reduce the transmission of and exposure to germs and viruses, including influenza, common colds, and COVID-19:

- Avoid going out into public, and take enhanced measures, as able, to reduce your exposure to Covid19. (i.e. use curbside pickup for purchases)
- Wash hands often with soap and water, for at least 20 seconds. If soap and water are not available, use a 70% alcohol-based hand sanitizer;
- Avoid touching your face with unwashed hands;
- Practice good cough etiquette (maintain distance, sneeze/cough into your elbow or a tissue, not in your hands and put used tissues in a waste receptacle and wash hands immediately after using tissues)
- Practice social distancing to avoid coming into close contact with others including:
 - avoiding crowded places and non-essential gatherings
 - avoiding common greetings such as handshakes
 - limiting contact with people at higher risk (older adults and those in poor health)
 - keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible
- Get your flu vaccine

Visiting Options:

We want to help our residents and their loved ones to stay connected as much as possible keeping the safety of everyone in mind. Please encourage additional family members and friends to stay in touch by *scheduling* a garden window visit or Courtyard visit. The other options are to connect by phone, video chat (FaceTime, Skype) or send an email. Please let us know how we can help coordinate this for you.

Garden Window Visits

- Visitors **must** phone the reception desk to pre-arrange their visits in coordination with the resident & Hospice. Please note that garden window visits may only take place during reception hours
 - Visitors are required to wear a face mask for the visit
 - Visitors may bring a lawn chair
 - Physical distancing (2 meters) applies for all visitors
 - Windows may be open if the resident and any visitors in the suite are 2 meters from the window.
- OR**
- Windows in the suite will remain closed and the visitor will be provided with the hospice phone number and suite extension to facilitate phone communication

Reception Desk Hours

The reception desk continues to be staffed between the core hours of **8:30am-8:30pm, 7 days a week**. Please note that reception hours may be reduced based on staff or volunteer availability. We ask that any visitors arriving **before or after these times**, to please be patient with us as staff may be delayed in answering the door if providing care to one of our residents.

Common Areas

We also ask that visitors stay in the resident suite or one of the dedicated spaces for residents and visitors once in the building. We currently have our Reflection Room and Great Room open for use by residents and visitors. Visitors **must check in with the reception desk or the clinical team** to access one of these spaces, and when done using the space.

Questions?

If you have any questions about COVID-19, please follow-up with the Chatham-Kent Public Health Unit at 519-355-1071 ext. 1900 or visit <https://www.ontario.ca/page/2019-novel-coronavirus>

We want you to know that our priority is to ensure the safety of our residents, visitors, volunteers and employees while continuing to provide excellent care and services. We take these safety precautions very seriously and deviations will not be tolerated. We thank you for your assistance during this uncertain time.

If you have any questions or concerns, please do not hesitate to reach out to us at any time.

Sincerely,

Jennifer Ladd
Clinical Resource Nurse
jladd@chathamkenthospice.com

Jessica Smith
Executive Director
jsmith@chathamkenthospice.com