

# Your step-by-step guide for visiting your loved one safely indoors

Dear families,

We have received many questions about visitation and have outlined a step-by-step process to ensure your visits with your loved one are safe. In all instances, we are meeting or exceeding public health requirements for cleaning, distancing, continuous masking, and other precautions.

**It is critical that you follow the safe visitation guidelines.**

**WING KEI**

# Your step-by-step guide for visiting your loved one safely indoors

Exceptions cannot be made. One exception compromises all residents, their families, and our team.

In the next pages, you will find information on:

- What to think about before scheduling a visit and prior to your arrival
- What to expect when you come to Wing Kei
- Processes you must follow when you are here

Please direct questions to your manager or email [selinacheng@wingkei.org](mailto:selinacheng@wingkei.org)

# 1

## Identify two designated visitors

Each resident or their legal guardian must designate **TWO** individuals who will be the resident's visitors

The two designated visitors are the **only** ones who are allowed to come into the centre for indoor visits in a common area

Up to five visitors (including resident) are allowed for outdoor visits

*Note: we will talk directly with families about visitation options should their loved one be nearing end of life*

# 2

## Schedule a visit

All indoor visits must be **booked ahead of time**. There are no options for spontaneous visits.

Book a visit via email at:

[chfamilyvisit@wingkei.org](mailto:chfamilyvisit@wingkei.org)

for visits with loved ones who live at Crescent Heights

[gfamilyvisit@wingkei.org](mailto:gfamilyvisit@wingkei.org)

for visits with loved ones who live at Greenview

# 3

## Assess your risk

Think about your own activities and interactions and what potential risk you pose to your loved one, other residents and their families, and our staff.

**Remember: everyone who you have interacted with over the last fourteen days comes into the room with you when you visit your loved one.**

# 4

## Ask yourself

Do I have any symptoms associated with COVID-19?

Have I come into contact with anyone who does?

Do I **consistently** practice all public health measures?

- Wash my hands properly and frequently?
- Wear a mask all the time when I am outside my home?
- Maintain 6' distance with everyone outside of who lives in my home?

How **big** is my bubble?

- How many people do I interact with regularly at home, at work, on transit, running errands, etc.?
- The more people you interact with the greater the risk you pose.

# 5

## Prepare to visit

Bring **photo identification** with you; you will need to show that to us each time you come to the centre

A new **clean mask** will be provided to you as you enter the centre

We ask our staff to shower and put on fresh clothes before coming for their shift; you are welcome to do the same

Do not bring food with you when you visit

# 6

## Be ready

**Every time** you come to the centre you are required to:

- Show your photo identification
- Complete a health screening assessment questionnaire
- Participate in visitor education on safe visitation—this may be a video or an in-person conversation

The first time you visit you will be asked to read and sign the COVID-19 Visitor Acknowledgement of Responsibility Agreement. You will only need to do this once; we keep the document on file.

# 7

## Have a safe visit

**Go directly to the visitation area without stopping;** indoor visits are in a centrally-located space not in the resident room

**Wash your hands with soap and water** or use hand sanitizer before, during, and after your visit

**Wear your mask all the time;** wear additional PPE if required and as directed by staff

Following your visit **leave the centre immediately;** a staff member will take your loved one back to their room

# 8

## Keep in touch

**Notify us immediately** if you develop symptoms associated with COVID-19 or if you find out you have interacted with someone with symptoms or who tested positive for the virus in the 14 days prior to visiting your loved one

Contact your manager with questions and ideas

# safe visitation

1

**Identify two designated visitors**

2

**Schedule a visit**  
You must pre-book

3

**Assess your risk**

4

**Ask yourself key questions**  
How safe are you to visit?

5

**Prepare to visit**  
Have photo ID

6

**Be ready**  
Show ID, fill out the screening, participate in education

7

**Have a safe visit**  
Wash your hands, socially distance, wear a mask

8

**Keep in touch**  
Call if you develop any symptoms; ask questions; share ideas