

Mount Hope

Essential Visitor Policy Fact Sheet

Are you an essential visitor (designated caregiver)? Here is what you need to know.

Essential visitors (designated caregivers) are people:

- visiting a resident at the end of their life or in palliative care.
- who are a paid support worker (paid companion).
- chosen by the resident or SDM. Residents may have two essential visitors (designated caregivers).
- who provide essential support or service for a resident such as feeding or personal care.

To enter our building you must:

1. between 8 am- 7 pm enter at the main 21 Grosvenor St. Entrance.
2. be screened at the door for symptoms COVID-19 and travel/contact history. Only those who passed screening will be permitted to visit.
3. wear the sticker given to you at screening, while in the building.
4. confirm with the screener you have:
 - ✓ had a COVID-19 test within the past 14 days and have received a negative result
 - ✓ not visited another resident who has COVID-19, is self-isolating or has symptoms of COVID-19
 - ✓ not visited another home that has a COVID-19 outbreak.

To protect everyone you must:

- wear the mask and visor (for eye protection) given to you at the entrance at all times
- clean your hands as you enter and leave the facility and before and after contact with the resident
- keep physically distant (at least 6 feet) from people other than the resident you are a caregiver for.
- once a month, read this fact sheet and Guidelines for Safe Visits in Long-Term Care package and sign the Visitor Confirmation Sheet.

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When can essential visitors visit?

Essential visitors are welcome to visit any day between the hours of 8 am – 9pm. Essential visitors for end of life or palliative care residents can visit based on the wishes of the resident and in collaboration with the care team.

Where can residents visit with their essential caregivers?

Visits can take place in the resident's room or in the outdoor garden space.

Can I visit with other residents while I am in the building?

Essential visitors can only visit one resident to which they are a designated caregiver or paid companion for. They must stay 6 feet away from anyone who is not the resident they are visiting.

Can I take the resident outside?

Yes. At Mount Hope, the garden area off the main floor can be used as an outdoor visit area.

How many visitors can a resident have at a time?

A resident can have two essential visitors (designated caregivers) at a time.

Residents in end-of-life or palliative care may have more visitors, depending on their needs.

I'm an essential visitor for a resident who is at the end of their life or in palliative care. Do I need to be tested for COVID-19 before entering the building?

No, essential visitors for those in end of life or palliative care do not have to have a negative COVID-19 test to enter the building.

I want to hug or be closer than 6 feet to the resident I am visiting. Am I allowed?

Caregivers and visitors who passed all screening and had a COVID-19 test within the last 14 days with a confirmed negative result can engage in close physical contact with a resident. Both the visitor and the resident must wear a mask. They should also clean their hands before contact.

If at any time an essential visitor does not comply with the guidelines as outlined above, their visits may be suspended until further notice.