



COVID-19 Pandemic Visiting Loved Ones in Long Term Care Homes or Retirement Residences

Families, visitors and loved ones play an important role in our residents' quality of life and provide valuable caregiving and emotional support. As the COVID-19 pandemic continues its course, Revera's protocols on visitation in our long term care homes and retirement residences are evolving too, guided by provincial and regional Public Health authorities. As each province is in a different phase of pandemic planning, each has its own set of rules about visiting seniors in congregate living settings, which Revera must uphold.

For the most recent COVID-19 updates and guidance in your province, please visit the website of your provincial public health authority or Ministry of Health. If you have questions about visiting your loved one, please reach out to the Executive Director at that long term care home or retirement residence.

[Alberta](#)

[British Columbia](#)

[Manitoba](#)

[Saskatchewan](#)

[Ontario \(Long Term Care\)](#) , [Ontario \(Retirement\)](#)

[Newfoundland](#)

Following is a summary of the current public health-directed rules about visiting in each province in which Revera operates, as of September 9, 2020. **For full and specific visitation guidelines at each home or residence, please connect directly with the Executive Director. Please remember to follow ALL visitation guidelines, which are designed to help keep our residents and staff safe.**

Alberta

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Long term care	In outbreak	<ul style="list-style-type: none">Continued access to the resident by the Designated Family/Support Persons (DFSP) following PH guidance and sites requirements for access to symptomatic residents.
	Not in outbreak	<ul style="list-style-type: none">Visits must be pre-arranged with the homeEach resident can name up to two Designated Family/Support Persons (DFSP)Physical distancing guidelines must be maintained at all times

		<ul style="list-style-type: none"> • Risk Tolerance Assessment is required with input from families, residents, and staff to determine visitation in the home. <p>Indoor Visits</p> <ul style="list-style-type: none"> • Only the DFSPs are allowed indoor visits • Visitors are required to wear a mask at all times in the home and will be screened upon entry • Visitations may occur in Resident rooms or a designated area of the home ensuring physical distancing guidelines are maintained at all times. <p>Outdoor Visits</p> <ul style="list-style-type: none"> • The DFSP is not required to be present for the outdoor visit. • The home will accommodate a maximum of four (4) visitors. • A designated outdoor visiting space will be made available for the visit. • Continuous use of mask is not required for outdoor visits unless physical distancing cannot be maintained. • Entry inside the home is not permitted
Retirement	In outbreak	<ul style="list-style-type: none"> • Essential visitors only, or as mandated by Public Health
	Not in outbreak	<ul style="list-style-type: none"> • Outdoor visits of up to 5 people (including the resident) permitted in designated areas; Designated family support persons may visit indoor. • Each resident may name two designated family/support persons (DFSPs) who are the only people who may visit indoors (together or separately). • Continuous use of mask is not required for outdoor visits unless physical distancing cannot be maintained. We encourage the use of a mask. • Visitors are required to wear a mask continuously throughout their time indoors

British Columbia

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Long term care	In outbreak	<ul style="list-style-type: none"> • Essential visitors only

	Not in outbreak	<ul style="list-style-type: none"> • Outdoor and some indoor visits (in a designated visitation area) with one designated visitor per resident for the duration of this phase. Facility staff/operator can approve a change to the designated visitor under extenuating circumstances (e.g. visitor moves away, becomes ill or is unable to visit) • Visits must be scheduled in advance to ensure appropriate staffing and physical distancing • Visitors will be screened upon arrival • All visitors should adhere to physical distancing guidelines and are required to wear a face covering at all times (visitors are required to wear a medical grade mask as some Health Authorities require the use of such a mask) • Essential visitors do not need to schedule visit in advance. Only one essential care visitor at a time with exception of EOL/palliative where more than one at a time may be permitted
Retirement	In outbreak	<ul style="list-style-type: none"> • Essential visitors only
	Not in outbreak	<ul style="list-style-type: none"> • Indoor and outdoor visits with one designated visitor • Visits must be scheduled in advance to ensure appropriate staffing and physical distancing • Visitors will be screened upon arrival • All visitors must adhere to physical distancing guidelines and are required to wear a face covering at all times (cloth/homemade masks are fine)

Manitoba

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Long term care	In outbreak	<ul style="list-style-type: none"> • Essential visitors only
	Not in outbreak	All Visits: <ul style="list-style-type: none"> • By appointment only • Visitors will be screened upon arrival and asked to sign in and out

		<ul style="list-style-type: none"> Physical distancing required <p>Compassionate/End-of-Life Visits:</p> <ul style="list-style-type: none"> Two (2) designated visitors may visit in a 24-hour period. Two (2) may visit at a time if physical distancing is maintained. Visitors required to wear a non-medical mask <p>Outdoor Visits (preferred):</p> <ul style="list-style-type: none"> Maximum of two (2) designated visitors may visit in a day. Recommended strongly that visitors wear a non-medical mask <p>Indoor Visits:</p> <ul style="list-style-type: none"> One (1) designated visitor may visit in a 24-hour period. Two (2) may visit at a time if physical distancing is maintained. Visitors required to wear a non-medical mask Visits to take place in a designated visitation room, that must be adhered to, near main entrance of home. Visits in resident rooms should only be by exceptional circumstances
Retirement	In outbreak	<ul style="list-style-type: none"> Essential visitors only
	Not in outbreak	<ul style="list-style-type: none"> Visits can now occur inside and outside the residence Indoor visits occur in the resident's suite. Please keep in mind physical distancing guidelines when determining the number of visitors in the suite Outdoor visits occur in a designated space with physical distancing guidelines in mind Visits are to be scheduled in advance to ensure appropriate staffing Visitors will be screened on arrival All visitors must adhere to physical distancing guidelines and are required to wear a face covering at all times (cloth/homemade masks are fine)

Saskatchewan

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Retirement	In outbreak	<ul style="list-style-type: none"> Essential visitors only

	Not in outbreak	<ul style="list-style-type: none"> • Visits can now occur inside and outside the residence • Visits are to be scheduled in advance to ensure appropriate staffing and physical distancing • Visitors will be screened on arrival • All visitors must adhere to physical distancing guidelines and are required to wear a face covering at all times (cloth/homemade masks are fine)
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Ontario

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Long term care	In outbreak	<ul style="list-style-type: none"> • Essential visitors only. The Ministry of Health recently changed the definition of and guidelines for essential visitors for long term care. You can read the full directive here.
	Not in outbreak	<p>Indoor Visits:</p> <ul style="list-style-type: none"> • Up to two essential care visitors at any time (see directive above for definition of essential care visitor) • One general visit a week for each resident (unless the home can accommodate more), with up to two general visitors at a time • All visitors must attest to a Negative COVID-19 within the previous two weeks and subsequently not tested positive • General visits must be schedule in advance • Must wear a surgical/procedural mask <p>Outdoor</p> <ul style="list-style-type: none"> • Up to two visitors at a time for each resident • No attestation required for COVID-19 testing • Visits must be scheduled in advance to ensure appropriate staffing and physical distancing • Visitors must pass active screening for COVID-19 when they arrive • Visitors must bring their own face covering (cloth/homemade mask/covering are fine) and must maintain physical distancing at all times, including from the person they are visiting

		<ul style="list-style-type: none"> • Staff will be present throughout the visits to ensure that personal protective equipment is worn and physical distancing maintained
Retirement	In outbreak	<ul style="list-style-type: none"> • Essential visitors only. The Ministry of Health recently changed the definition of and guidelines for essential visitors in Retirement. You can read the full directive here.
	Not in outbreak	<ul style="list-style-type: none"> • Visits can now occur inside or outside the residence • Indoor visits take place in the resident’s suites and outdoor visits take place in a designated space outside the building • Number of visitors and length of visit is up to the individual residence • Visits must be scheduled in advance in order to ensure appropriate staffing and physical distancing • Visitors must pass active screening for COVID-19 when they arrive • Physical distancing must be maintained at all times • For outdoor visits, visitors must bring their own face covering (cloth/homemade mask/covering are fine). For indoor visits, the face mask must be medical or surgical grade (as per the directive of Public Health).

Newfoundland

Type of residence	Outbreak status	Current Visitation Policy (as of September 9, 2020)
Retirement	In outbreak	<ul style="list-style-type: none"> • Essential visitors only
	Not in outbreak	<ul style="list-style-type: none"> • Each resident is permitted one designated essential visitor • Essential visitors are required to provide photo ID, sanitize their hands and will be screened upon entry (temperature check and questionnaire) • Visitors will be provided with a procedural mask that must be worn the entire visit; guests must only use the masks that are provided • Physical distancing must be maintained at all times



If you have questions about visiting your loved one, please reach out directly to the Executive Director.