



Message from
Lori White
Site Director



February 24, 2021

Welcome to the Orthopedic Post-Acute Unit

CapitalCare Grandview's Post-Acute Unit is located within a Long-Term Care centre and therefore must follow the Provincial Public Health Orders for Continuing Care.

This is what you/your loved one can expect during your/their time on the Post-Acute Unit:

Initial Isolation Period

- All patients will be swabbed for COVID-19 on admission, regardless of whether they were swabbed in hospital and received a negative test result.
- Patients will be isolated/quarantined for 14 days in their room. This includes semi-private rooms with a roommate who may or may not be on isolation as well.
- Patients in a shared room are considered to be on "isolation without walls," which is different from hospital settings. Beds are separated by a curtain, which should be left closed at all times. Each patient is given a commode if they share a bathroom.
- Our care team includes physicians, nurses, physiotherapists (PTs), occupational therapists (OTs), pharmacists, and health care aides (HCAs). The care team will work with patients in isolation so that there is no delay in the rehabilitation journey. While on isolation, patients will participate in rehab at the bedside; this includes exercises, transfers, short distance walking, dressing/undressing, and toileting.
- After 14 days when the isolation/quarantine precautions have been lifted, patients may leave their rooms and are encouraged to eat their meals in the Post-Acute dining room, go for walks on the unit, practice stairs, and will have access to the 1st Floor outdoor pedway/gazebo.

Telephones, Internet and TVs

- Our nurses and health care aides can help patients communicate with loved ones using their personal devices such as cell phones and tablets; please note Wi-Fi is unreliable at our site.
- In addition to electronic devices, patients are encouraged to bring entertainment such as books, crossword puzzles, knitting materials, etc.
- There are no TVs in patient rooms at this time.

Meals

- All meals are prepared on-site daily to meet your dietary needs, however carefully prepared food from home or other unperishable snacks may be brought in.
- All outside food must be clearly labelled with the patient's name and room number, and cannot be shared with other patients or staff.

Laundry and Incontinence Supplies

- Families are asked to supply patients with incontinent products, if needed.

- Please label all patient products and belongings and bring them to the Grandview front door. Upon arrival, please wear a mask, stay between entry doors, and ring the doorbell; a staff member will meet you to take the supplies to the patient.
- On-site laundry services are not available for Post-Acute patients. We encourage the use of hospital pajamas provided by Post-Acute for the first two weeks (while on isolation), to prevent the need of family picking up, washing/drying, and dropping off clean clothes.
- After the isolation period has ended, please bring in comfortable clothing. We will bag soiled laundry for pick up at the front door; you can return clean clothing in the same way, which we will deliver and put away for the patient.

Outside Appointments

- Patients who require essential follow-up appointments in the community may be placed back on isolation/quarantine for 14 days upon return. Please speak with the care team for more information.
- Virtual appointments may be an option which the care team can help to arrange.

Discharge

- A tentative target discharge date will be set upon admission. The date is reviewed and adjusted based on the patient's progress. Alberta Health Services transition coordinators work with our care team to prepare and plan for the patient's discharge.
- Occupational therapists will determine any equipment needs for discharge and advise support persons how to acquire it. The physicians assigned to the patient will write any prescriptions needed at the time of discharge.

Visitation

In accordance and with the guidance of Alberta's Chief Medical Officer of Health (CMOH) pertaining to the risk tolerance in congregate living settings, Grandview long-term care residents, their families, and staff completed a Risk Tolerance Assessment to determine how to mitigate the risk of COVID-19 during visits.

What is a risk tolerance assessment?

- This site-level approach balances the number of visitors to the residents' needs and preferences while keeping with the mandatory orders issued by the CMOH.
- Factors that may affect a site's risk tolerance include: layout and type of site, room types, residents' health status, and the risk tolerance of the people on site.
- Risk tolerance varies between sites and is subject to change.
- Grandview's risk tolerance is **LOW**.

Visitation guidelines are determined by the CMOH and subject to change based on current conditions in Alberta. At this time, in-person visitation is limited to Designated Support Persons (DSPs). As well, until most Albertans are protected by the COVID-19 vaccine, and to help limit the number of people on-site in our centre, DSPs are asked to evaluate their need to be physically present on-site in order to support their loved one.

- Patients may have two Designated Support Persons (DSPs) for the purposes of visiting. Patients or their decision-makers will identify DSPs upon admission.
- All visits must be pre-arranged/pre-booked. You can book online at capitalcare.net or call 780.496.7108. Please allow 48 hours for your call to be returned.
- DSPs must be screened every time they visit. ***Please do not come to the centre if you have any symptoms of COVID-19, or if you are unwell, no matter how mild your***

symptoms may be. If a visitor presents with any COVID-19 symptoms, they will be asked to leave and complete the [AHS online self-assessment](#).

- **MEDICAL MASKS** are provided at screening and must be worn **CONTINUOUSLY** during the visit.
- You are welcome to bring a “treat” for the patient; however, DSPs must remain masked for the entire visit and may not consume food or drink with the patient.
- Visits are not be permitted in rooms shared by two patients. These visits must take place in a designated visitation area. Visitors must remain in their assigned visiting area and may not roam the building.
- If a patient is being isolated, visits may need to be postponed until the precautions are removed and the patient is free to leave their room.
- If a patient on isolation has no other patient in the room with them, a DSP may be permitted to visit in the patient room. This will be considered on a case-by-case basis. In these instances, the DSP must wear full personal protective equipment (PPE) - medical mask, gown, gloves - throughout the visit. A staff member will instruct the DSP to properly put and take off the PPE. A new medical mask must be put on before exiting the patient room.
- Visitation spaces are limited. Your visit is not considered booked until you receive a confirmation email. Please ensure your request for a visit is confirmed before coming to Grandview. To help keep our residents safe, visitors arriving to Grandview without a pre-arranged appointment will not be admitted.
- Please familiarize yourself with the [Safe Visiting policy](#) and other resources on our [Info for Families](#) page on the CapitalCare website at capitalcare.net.

Thank you for your understanding and cooperation in helping us to keep everyone safe.

Contacts:

Unit Phone: 780-496-7116

Unit Manager: 780-496-7139

ext. 7170

Visitation: 780-496-7108

Transition Coordinators: 780-496-7100