

Spring 2021 Outdoor Visits – Frequently Asked Questions

Q. How many people can be at an outdoor visit?

A. The Chief Medical Officer of Health (CMOH) has ordered up to five (5) persons, including the resident (four visitors, one resident), can be present at an outdoor visit. Visitors can be all ages.

Q. Do outdoor visitors need to complete the screening and have temperatures checked?

A. We record all visitor names and contact numbers for contact tracing purposes. We will not be screening outdoor visitors; however, if a Designated Support Person (DSP) is present and chooses to porter their resident, the DSP will need to be screened as per the normal process.

Q. Do outdoor visitors need to wear masks?

A. Yes, all visitors must wear masks, covering both mouth and nose. We also ask that you maintain the two-meter distancing in the visiting area.

Q. What do visitors need to bring to a visit?

A. Please bring your own chairs. You will also need to have a mask that covers your mouth and nose. Please note that at this time we are asking that no food or drinks be brought to the visit.

Q. Can I hold hands with or hug my loved one?

A. At this time, because of the concern over the COVID-19 variants, we ask that you refrain from hugging. You are able to hold hands, providing you and the resident both use the supplied hand sanitizer before and after holding hands and the proper masking is maintained.

Q. What if it rains or is windy at the time of my visit?

A. Unfortunately, we cannot adjust the schedule based on inclement weather. We are utilizing current outdoor covers where possible and, at select centres, bringing in temporary coverage beginning March 31. We hope this will help on those days that the weather is not ideal.

Q. Are pets allowed?

A. Yes, pets can be brought to the outdoor visit. They must be on a leash and have up-to-date veterinary shots as per the CapitalCare [Visiting Pet Policy](#). We also ask that any messes related to pets are cleaned up by the pet owners.

Q. Is there a chance a scheduled visit may be cancelled?

A. We will do our best to avoid cancelling scheduled outdoor visits. Cancellations may occur if:

- the resident becomes ill or needs to be isolated,
- the centre is on outbreak,
- staffing resources are unable to accommodate the outdoor visits.

In these cases, an email notification would be sent to the person who booked the visit to inform them of the cancellation and the reason.

Q. How can visitors help the visits go smoothly?

- 1) If a Designated Support Person (DSP) is part of the visiting group, they may assist in portering the resident from their room to the outdoor visit area. The DSP must go only to the resident room and to the outdoor space. However, a DSP is not required to be part of the visiting party. In those circumstances staff will porter resident to the outside visiting space.
- 2) Visitors can bring their tablets, smart phones or other devices to provide a chance for other friends and family to connect virtually with the resident. This does help in keeping everyone who wants to see their loved one connected and relieves the pressures of the virtual visit schedule that the staff manage.
- 3) Visitors should wait in their vehicles until such time their visit is scheduled so that staff have a chance to clean the outside area, and porter the residents to and from the building to the visiting space.