

Frequently Asked Questions – Indoor/Outdoor Social Visits

Updated May 25, 2021

Visitation options now include indoor as well as outdoor social visits, and virtual visits, and can be scheduled using the [online booking system](#). We continue to exercise a cautionary approach as to masking, physical distancing and general visiting guidelines. We ask that all visitors follow the guidelines so that we continue to minimize risks for outbreaks and keep everyone as safe as possible. Availability will be based on staffing resources.

How many people can be at an outdoor visit?

As per the MOH orders for outdoor visits at continuing care centres, we are able to have up to ten (10) persons including the resident at an outdoor visit, where designated visiting space permits. Visitors can be of all ages.

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

We will be recording all outdoor 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, they will need to be screened as per the normal DSP processes.

All DSP and indoor social visitors will be screened. In addition, anyone that has not visited indoors in the past year will need to complete the [visitor training](#) which is approximately 20 minutes.

Do outdoor visitors need to wear masks?

We encourage masking however it is not a requirement if visitors maintain physical distancing of two metres (six feet). If visitors want to sit closer, hold hands, or hug they are required to wear a mask where mouth and nose are covered.

What do visitors need to bring to a visit?

Outdoor visitors will need to bring your own chairs. Also, you need to have a mask that covers your mouth and nose. Indoor visitors will be provided a mask at the check in desk. Please note that at this time we are asking that no food or drink are brought to the visit.

Can I hold hands or hug my loved one?

Visitors may hold hands or hug, providing you are wearing a mask covering both mouth and nose, and use the supplied hand sanitizer before and after holding hands.

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

Unfortunately, we cannot adjust the outdoor visiting schedule based on inclement weather. Indoor alternatives are not an option at this time for last-minute adjustments to weather. We have one covered outdoor visiting space at each centre. We hope this will help on those days that the weather is not ideal.

Are pets allowed?

Yes. They must be on a leash and have up to date veterinary shots as per the Visiting Pet Policy. We also ask that any messes related to pets are cleaned up by the pet owners.

Is there a chance the visit would be cancelled?

We will do our best to avoid cancelling scheduled social visits. Cancellations could occur if the resident becomes ill or needs to be isolated, if the centre is on outbreak, or if the 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.

How can visitors help the visits go smoothly?

- If a DSP is part of the visiting group, they may assist in portering the resident from their room to the visit area. They must go only to the resident room and to the visiting space. However, a DSP is not required to be part of the visiting party. In those circumstances staff will porter resident to the visiting space.
- 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.
- Visitors should wait in their vehicles until such time their visit is scheduled so that staff have a chance to clean the area, and porter the residents to and from the building to the visiting space.