

## **Guide to Visiting at Deer Lodge Centre (DLC)**

### **January 13, 2022**

As COVID-19 outbreaks are increasing at all Health Care Facilities and at Deer Lodge Centre, it has been decided to further increase visitor restrictions.

In an effort to reduce the spread of the virus and to protect patients, residents, staff and visitors, **beginning Thursday, January 13, 2022**, only visits essential to the patient or resident's care will be allowed at this time; and visits will be restricted to a maximum of **ONE** fully vaccinated Essential Care Partner per patient or resident.

Please see the Frequently Asked Questions related to Visitation at DLC below. These guidelines are subject to change. Please go to our website at [www.deerlodge.mb.ca](http://www.deerlodge.mb.ca) for the most up to date visitation guidelines.

Exceptions to these guidelines may be made for compassionate and end of life care reasons.

#### **What is an Essential Care Partner?**

---

An Essential Care Partner is defined as those providing physical, psychological and emotional support, as deemed important by the patient. This can include:

- Support in decision making, care coordination and continuity of care
- Family members, close friends or other caregivers identified by the patient or substitute decision maker to provide support
- Cultural and spiritual support

#### **What is required to prove that I am fully vaccinated against the COVID-19 virus?**

---

Vaccinated individuals are required to provide two pieces of information:

- Photo identification i.e. Driver's License **AND one of the following:**
- Digital COVID-19 Immunization Card on a mobile device OR;
- Physical COVID-19 Immunization Card

COVID-19 Immunization Cards can be requested on the Manitoba Government website at <https://manitoba.ca/covid19/vaccine/immunizationrecord/index.html>

#### **When are Visiting Hours?**

---

Visiting Hours are 10:00am – 8:00pm, seven days a week.

Please note that Visitation Guidelines may be adjusted as needed.

In the event of an outbreak, Primary Contacts will receive a call if the outbreak directly affects their relative. Otherwise, please check the DLC website for information.

### **How many Visitors can visit at one time?**

---

ONE Essential Care Partner will be able to visit a patient / resident. Exceptions may be made for compassionate reasons / end of life care.

### **What entrance can I use to get in the building?**

---

Visitors can enter the building through the main entrance facing Portage Avenue.

### **I am not an Essential Care Partner. How can I visit my relative?**

---

Friends and Family who fall into this category are encouraged to set up a Virtual Visit by calling 204-833-1760.

### **What type of Personal Protective Equipment should I wear when visiting?**

---

All Visitors are required to wear a medical mask and eye protection while visiting at Deer Lodge Centre.

Each time you visit, the entry point screener will provide you with a “PPE package” containing a paper bag with a medical mask, and an eye shield. The screener will direct you to a station beside them where you will put on the PPE. After your visit, you will stop at a separate station at the Portage Ave. entrance where you will safely remove your eye protection and change back into your personal mask before leaving the centre.

If you have any questions about these steps, or how they protect you and your loved one, please speak with the unit manager or clinical resource nurse.

### **When can I remove my PPE?**

---

All Visitors are required to keep their PPE on at all times when on DLC property but may remove their masks when seated at Chad’s Bar or in the Cafeteria eating area while maintaining a 2-meter distance from others including the patient / resident.

### **Where will visits take place?**

---

Visitors may visit indoors, outdoors or in the patient / resident room. Visitation is NOT permitted in unit Dining Rooms at this time unless directed to do so by unit staff. All Visitors must maintain a 2-metre physical distance from other patients, residents, visitors and staff. DLC is not permitting Social Leaves at this time.

### **Can I bring my pet?**

---

No, pet visitation is not permitted at this time.

### **Can I use the washroom on the unit?**

---

All Visitors are asked to use the public washrooms available on the Main Floor and Mezzanine Level of the Centre.

## **What questions will I be asked when I come to visit?**

---

All Visitors will be required to report to the Screening Station upon their arrival at DLC and before leaving. Screening will include:

- Confirming Visitors are identified on the Visitation List.
- Ensuring all Visitors have been fully vaccinated against the COVID-19 virus.
- Ensuring all Visitors clean their hands before proceeding to the unit.
- Assessing Visitors for symptoms of COVID-19 or known exposure to COVID-19 prior to each visit.
- Determining if Visitors have travelled beyond the boundaries set out by the Provincial Public Health Office.

Visitors will not be permitted to visit if they do not meet the screening criteria.

All Visitors must remember to clean their hands when entering and exiting the building as well as during their visit when needed.

All Visitors must wear their Visitor Identification Sticker during their visit.

DLC uses the **Shared Health PCH COVID-19 Screening Tool** to screen all Visitors to the Centre. The screening tool can be found at <https://sharedhealthmb.ca/files/covid-19-pch-screening.pdf>

## **I have been screened in at the Visitation Screening Station, but I need to leave the Centre for a few hours and plan to come back again. Do I need to be re-screened?**

---

No. Visitors to DLC only need to be screened once per day but should keep their Visitor Identification Sticker.

## **Can I help my loved one at mealtime and/ or take them off the unit?**

---

While a 2-metre physical distance from the patient or resident is recommended whenever possible, Essential Care Partners may participate in some of the daily activities of their friend or relative. These activities may include:

- Helping the patient or resident at mealtimes
- Walking with the patient or resident both on and off the unit
- Taking the patient or resident outdoors to visit

If visitors would like to assist with meals, they would need to do so in the patient's or resident's room due to limited space in unit dining rooms.

There is a maximum occupancy on the elevators. Please use stairs, if possible, to ensure elevators are available for Patient/Resident transport. Note that a code is required to access the stairwell from the unit, please ask a staff member for the code.

## **Can I bring outside food or food from the vending machine to the unit for myself and my loved one?**

---

Visitors, Patients and Residents may enjoy a meal, snacks and beverages at tables in designated areas which are the Cafeteria and Chad's Bar and outside while maintaining a 2-meter distance from others including the patient / resident. Visitors are not permitted to eat or drink in patient care areas, including resident's rooms.

## **Is there a restaurant at Deer Lodge Centre?**

---

The DLC Cafeteria is currently closed. Visitors are encouraged to bring their own refreshments or purchase from the gift shop or from one of our vending machines located close to the cafeteria.

## **Can I visit with my relative in the smoking area?**

---

DLC has a designated smoking area reserved for Patients and Residents only. Visitors cannot visit with Patients / Residents in the designated smoking area.

## **Will I be able to hug my family member or hold their hand?**

---

Visitors who are wearing masks and eye protection may briefly hug their family member or hold their hand. Visitors should remember to clean their hands before and after any physical contact with their loved one.

## **I want to bring some items for my family member. What is the process?**

---

Visitors may take personal items i.e. newspapers, books, flowers or prepared food up to unit to give directly to the Patient/ Resident. Personal hygiene items (i.e. dentures, toothbrushes, hearing aides), clothing and medications should be given to the unit nurse.

## **Where can I park?**

---

Free 1-hour street parking is available around the centre for both Staff and Visitors. Paid parking is available in the Visitor Parking Lot on the east side of the building and in the Staff Parking Lot on the south side of Portage Avenue.

Visitor Parking Rates (all prices include GST):

First 15 minutes	Free
First Hour	\$2.00
Each Additional Hour	\$1.25
Daily Maximum	\$7.00
Lost Ticket	\$7.00
VISITOR Monthly Pass	\$40.00

## **Who do I contact if I have concerns about my loved one?**

---

If Patients, Residents or Family Members have questions regarding care that can't be answered by the health care team, please contact the Manager of Patient/ Resident Care. If you continue to have concerns after your discussion with the Manager, you may also contact our Client Relations Coordinator at 204-831-2963 or email us at [info@deerlodge.mb.ca](mailto:info@deerlodge.mb.ca).

Communication with family and friends is essential to patient and resident well-being so please continue to:

- Connect by phone or video chat during this time.
- Send electronic letters to a patient or resident via our "Well Wishes" page by going to our website at [www.deerlodge.mb.ca](http://www.deerlodge.mb.ca).
- Schedule Virtual Visits through our Family Connect Program by calling 204-833-1760.

Protecting the health and well-being of your loved one and staff remains one of our top priorities. Thank you for your cooperation and understanding as we continue to revise our visitation guidelines.

## How to safely use a medical mask:

### Do's

- DO inspect the mask for tears or holes.
- DO ensure the mask is clean and dry. Replace your mask when it becomes damp or dirty.
- DO clean your hands before and after touching the mask or face covering.
- DO use the ear loops or ties to put on and remove the mask.
- DO ensure your nose and mouth are fully covered.
- DO discard masks in a plastic lined garbage bin after use.

### Don'ts

- DON'T reuse masks that are moist, dirty or damaged.
  - DON'T wear a loose mask.
  - DON'T touch the mask while wearing it.
  - DON'T remove the mask to talk to someone.
  - DON'T hang mask from your neck or ears.
  - DON'T share your mask.
  - DON'T leave your used mask within the reach of others.
- 

## How to properly clean your hands:

### Using Soap and Water

- Rinse hands with warm running water, add soap to palms and rub hands together to create lather
- Thoroughly cover all the surfaces of your hands and fingers (including nails) for 15 to 20 seconds
- Rinse under warm running water
- Dry hands thoroughly with single-use towel or hand dryer
- Turn off the tap with a clean paper towel

### Using and Alcohol-Based Hand Rub

- Take a small amount of alcohol-based hand rub (about the size of a nickel)
- Rub it on your fingertips, both sides of your hands and between your fingers
- Continue to rub until your hands are dry
- There is no rinse or dry needed