

Guide to Visiting at Deer Lodge Centre (DLC)

Public Health Restrictions have changed in the community and we understand it might be confusing to have different rules when visiting here. These special guidelines are put in place in health care facilities to ensure we are doing our very best to protect the vulnerable people we serve who are at a higher risk than the general public of becoming very sick if infected with COVID-19. You can help us make visits safe and enjoyable for everyone by reviewing the guidelines below and doing your best to follow them while at Deer Lodge.

Thank you!

Designated Visitors

A Designated Visitor is a person identified by a patient, resident or substitute decision-maker who may safely visit a specific patient/ resident at DLC both indoors and outdoors or in the patient/ resident room. Each unit has a list of Designated Visitors for each patient/ resident. The number of Designated Visitors allowed on the list for each patient/ resident is currently two. **Designated Visitors do not have to be vaccinated against the COVID-19 virus.**

General Visitors

A General Visitor is any member of the public who may safely visit a specific patient / resident at DLC both indoors and outdoors or in the patient / resident room. **General Visitors must be 14-days post receiving their second dose of the COVID-19 vaccine.**

General Visitors who are visiting from outside of Canada or have returned from travel outside of Canada MUST be in the country for 14-days before visiting at Deer Lodge Centre.

Other Visitors who have not been fully vaccinated are encouraged to schedule a visit in our Indoor Visitation Centre by calling 204-833-1760.

These guidelines are subject to change. Please go to our website at 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 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 www.gov.mb.ca/covid19/vaccine/immunization-record

When are visiting hours?

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

Please note that Visitation Guidelines may be adjusted in the case of a potential or confirmed COVID-19 outbreak or upon the direction of the Chief Provincial Public Health Officer.

How many Visitors can visit at one time indoors?

ONE Visitor at a time will be able to visit in a patient / resident room. Exceptions may be made for compassionate reasons / end of life care.

How many Visitors can visit at one time outdoors?

Up to FIVE Visitors from up to TWO households may visit outside.

REMINDER: Anyone visiting outside must first come to the main entrance to be screened for COVID-19. Anyone visiting outside must be a Designated Visitor or a fully vaccinated General Visitor. Visitors who are not fully vaccinated may schedule a visit in our Indoor Visitation Centre by calling 204-833-1760.

What entrance can I use to get in the building?

Designated and fully vaccinated General Visitors can enter the building through the main entrance facing Portage Avenue.

Can children visit?

Children under 14 may visit but must be accompanied by a Visitor.

Can I bring my pet?

Yes, Visitors may bring their pet to the Centre.

I am not a Designated Visitor and I am not fully vaccinated against the COVID-19 virus. How can I visit my relative?

Friends and Family who are not fully vaccinated against the COVID-19 virus are encouraged to set up a visit in our Indoor Visitation Centre or 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 plastic 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 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 in the following situation(s):

- Inside - when seated at Chad’s Bar or in the Cafeteria eating area while maintaining a 2-meter distance from others including the patient / resident.
- Outside – when eating or drinking as long as a 2-meter distance is maintained from others including the patient / resident.

What if I can’t wear a mask?

Visitors (Designated and General) who are not able to wear a mask for health reasons, must maintain a physical distance of 2-metres from their family member, and other patients, residents, visitors and staff. Visitors not wearing a mask must restrict their visit to the patient or resident’s room.

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

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

- Verifying all indoor Visitors are listed as “Designated Visitors” or fully vaccinated "General Visitors"
- 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, within the past 14 days.

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 Badge during their visit.

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 Badge.

Where will visits take place?

Designated Visitors and fully vaccinated General 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. Please discuss any off-site visits with your Manager of Patient / Resident Care.

Visitors who are not fully vaccinated are encouraged to schedule a visit in our Indoor Visitation Centre by calling 204-833-1760.

I used to enjoy helping my loved one at mealtime and walking with them in their wheelchair. Can I still do these types of things?

While a 2-metre physical distance from the patient or resident is recommended whenever possible, Visitors 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 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.

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

Visitors are not permitted to eat or drink in patient care areas, including resident's rooms. Visitors can consume food and beverages indoors 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.

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.

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

Designated Visitors and fully vaccinated General Visitors who are wearing masks and eye shields 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?

Designated Visitors and fully vaccinated General Visitors may take personal items, newspapers, books, flowers or prepared food up to unit to give directly to the Patient/ Resident.

If the visitor is unable to wear a mask for health reasons, items should be left at the unit desk for staff to give 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 |

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 one of our vending machines located close to the cafeteria.

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.

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.
- 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 mask or face covering

Do's

- DO ensure that non-medical masks are made of at least two layers of tightly woven fabric.
- DO inspect the mask for tears or holes.
- DO ensure the mask or face covering 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 store re-usable masks in a clean bag until you wear it again.
- DO discard masks that cannot be washed 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