

# Visitor Guidelines at DLC

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Visitation guidelines allow family and friends to enjoy indoor and outdoor visits while maintaining necessary safety measures. If you have questions or concerns about the guidelines, please talk to your Care Manager or contact Client Relations at 204-831-2963.

## Guidelines:

- Visitors must be on our Designated Visitor lists in order to visit. Patients, Residents and/ or Substitute Decision Makers identify their Designated Visitors.
- The maximum number of visitors able to visit at one time is two people. Visitors must maintain a safe distance from one another (2-metres) except where visitors are family members from the same household or “bubble”.
- Mask use is mandatory for all visitors, except children under the age of 5 and individuals not able to wear a mask due to health reasons. All visitors are asked to provide their own non-medical mask to be worn while at the Centre. Please see the back of this pamphlet for information on proper mask use.
- While a 2-metre physical distance from the patient or resident is recommended whenever possible, Designated 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
- Designated Visitors may escort their relative outdoors for an outdoor visit. Only screened Designated Visitors may visit outside and visits must remain on the DLC grounds.

## Things to be aware of:

- The health and safety of patients and residents continues to be our top priority. Decision-makers should carefully consider the risk to patients and residents when selecting Designated Visitors for their loved ones.
- All visitors must remember to clean their hands when entering and exiting the building as well as during their visit when needed. Please see the back of this pamphlet for information on how to properly clean your hands.
- Visitors will continue to be screened upon entry to the Centre and must wear a Visitor Identification Badge during their visit.
- Visitors may remove masks to consume food or beverages at tables in designated areas which are the Cafeteria and Chad’s Bar.
- Visitors must maintain a 2-metre physical distance from other patients, residents, visitors and staff.
- 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.

## How to safely use a non-medical mask or face covering

### Do's

- DO ensure the mask is 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 and launder your mask (with hot, soapy water) and allow to dry 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 paper 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.
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## 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