



1750 Russell Road, Ottawa, ON K1G 5Z6

Visits at Perley Rideau

For the safety of residents and staff, please follow the directions outlined in this pamphlet (and on our website) during your visit.

Failure to comply, may result in the loss of visiting privileges.



Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. For outdoor visits, individuals are permitted to provide their own mask or to access a procedural mask from the Perley Rideau for a fee of \$1.

Indoor visitors will be provided a surgical mask by the Perley Rideau.

At all times, visitors must wear a mask, covering nose and mouth.



Stay in designated areas. To beat COVID-19, outdoor visitors must remain a minimum of 2 metres/6 feet from the resident and indoor visits are limited to one resident's room.



At all times, please maintain physical distance. For everyone's safety, avoid physical contact during your visit and maintain two metres/six feet apart at all times.



Clean your hands (again). Before you leave, clean your hands thoroughly using a hand sanitizer. If you're wearing a surgical mask please dispose of it in the receptacle provided.



Pets are not permitted for outdoor or indoor visits.



Details for Visitors

Updated August 6, 2020

Indoor Visits

Visiting Hours (7 days a week)

- 9:00 AM – 11:00 AM
- 2:00 PM – 4:00 PM
- 6:00 PM – 8:00 PM

Book Online: [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic

- As of August 6th, we have introduced an online booking system to register for indoor visits starting on August 10th.
- For visits on August 10th and all future dates, all visits must be booked online in advance of the visit.
- Online bookings can be made on the day of a visit.
- There is no limit to the number of residents who may receive visits during any given time slot.
- There is a maximum of two visitors in a resident's room at one time.

If you require assistance when booking a visit, please contact Volunteer Services at 613-526-7170, ext. 2127

Access Details

- All indoor visitors must attest to a negative COVID-19 test result within two weeks of the date of the current visit.
- The date of that negative test must be shared with Perley Rideau staff.
- There is no limit on the number of visits a resident can receive each week.
- Visitors can bring in non-perishables goods, such as batteries, clothes and toiletries and non-perishable foods.
- Perishable foods are not permitted.
- Foods to be eaten at the time of a visit are not permitted because this action requires individuals to remove their masks, thereby putting individuals at risk.
- It is permitted to visit more than one family member during the visit.
- When booking online to visit two residents, we ask that only one appointment be booked.
- In the "resident name" field, please add in the name of the second resident and the unit where they reside.



Reasons for adopting online booking

1. The Ministry of Long-Term Care indicates that these visits should be scheduled in advance.
2. To inform staff of the visiting schedule so that residents and staff can prepare for a visitor.
3. To provide staff with advanced notice so that families can be informed if visiting restrictions are imposed. This can happen when a resident is placed on contact or droplet precautions.
4. To improve tracking of visitors for contact tracing.

If you have any questions or concerns about the upcoming online booking for indoor visits, please contact Andrea Liu (Program Lead, Interprofessional Care) at 613-526-7170 x 2208 or at aliu@prvhc.com.

Keeping our Community Safe During Indoor Visits

- At all times when inside the Perley Rideau, a procedural mask (provided by Perley Rideau) must be worn by all visitors.
- The mask must cover nose and mouth at all times.
- If a mask can not be worn due to medical reasons, a medical exemption letter must be shown, and a face shield will be provided from Perley Rideau.
- Visitors must only visit in the resident's room.
- At all times, visitors must practice physical distancing of 2 metres/6 feet during the visit.
- Visitors are not permitted elsewhere in the home.
- Visitors are not permitted to visit with other residents.
- All Perley Rideau staff are asked to help maintain a safe environment and to assist and educate visitors not following these guidelines.
- Visitors not following these guidelines will be asked by staff to correct their behaviour.
- Visitors refusing to follow these guidelines are putting our community at risk and may lose their visitation rights.

Outdoor Visits

- Monday through Friday Visiting Hours: 9:00 AM – 3:15 PM
- Saturday and Sunday Visiting Hours: 9:00 AM – 6:15 PM

Book Online: [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic

- There are two outdoor visiting stations.
- Outdoor visits are booked in advance through our online booking portal.
- Bookings must be made prior to 1:00 PM, one business day (Monday through Friday) before the visit.

PLEASE NOTE: spaces for outdoor visits are limited to two stations. We encourage visitors to book well in advance.

- We are able to support one outdoor visit per resident per week.



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- If you require assistance when booking a visit, please contact Volunteer Services at 613-526-7170, ext. 2127
- For married couples living in long-term care at the Perley Rideau, we will make every effort to accommodate outdoor visits so that both partners can attend.
- When booking online to visit two residents, we ask that only one appointment be booked.
- In the “resident name” field, please add in the name of the second resident and the unit where they reside.

Arrival for your visit

- Visitors are asked to arrive five minutes in advance of your visit, to allow time for screening.
- For most residents, these visits will be conducted in the courtyard located outside the Main Entrance atrium and Lupton Hall.
- The courtyard is accessed through a gate installed in the wooden fence that connects the Main Entrance and the Rideau Building.
- Watch for the signs directing visitors to the gate.
- At this gate, visitor screening will be conducted.
- In the courtyard, fences are installed to direct walking traffic.
- Onsite screeners will be able to assist.
- Screening will be a series of questions and a temperature check.
- COVID-19 tests are **not required** for outdoor visitors.
- A visitor that cannot pass this screening will not be permitted to enter.
- In the courtyard, two visiting stations are created so that residents and visitors can maintain safe physical distancing.
- The resident and visitor will sit at a 6 ft. table under a canopy for shade.
- It is up to each resident’s family and friends to determine the one or two individual(s) to visit.
- Visitors failing to comply with visitation rules may be restricted from visiting.
- For residents from the Specialized Behavioural Support Unit (SBSU), outdoor visits will occur in a courtyard adjacent to the Gatineau Building.
- Outdoor visits with residents from the Specialized Behavioural Support Unit (SBSU) can be booked through KerryAnne Muir at 613-526-7170, ext. 7736.

Masks

- Visitors must wear a mask throughout the visit.
- Visitors are asked to provide their own mask.
- The mask must cover your nose and mouth.
- Cloth masks are acceptable for this purpose.



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- If a mask can not be worn due to medical reasons, a medical exemption letter must be shown, and a face shield will be provided from Perley Rideau.

The Visit

- Visitors will be asked to respect the 2 metres/6 feet distancing recommendation from the Ministry of Long-Term Care and Ottawa Public Health.
- An outbreak in a building may force the cancellation of visits.
- Visits are weather dependent and may be cancelled.
- If calling to cancel a visit on the same day, or for a visit occurring over the weekend, please contact the unit RPN.
- If a visit is cancelled due to weather, a cancellation email will be sent from the online booking portal.
- Please check your email before coming for a visit.

Keeping our Community Safe During Outdoor Visits

- Visitors must wear a mask, covering their nose and mouth, throughout the visit.
- Visitors are asked to provide their own mask.
- Cloth masks are acceptable for this purpose.
- Visitors will be asked to respect 2 metres/6 feet social distancing.
- Six-foot tables are set up at the visiting stations. Please respect this distance.
- Outdoor visits are weather dependent and may be cancelled.
- Visitors can bring in non-perishables goods, such as batteries, clothes and toiletries and non-perishable foods.
- Perishable foods are not permitted.
- Foods to be eaten at the time of a visit are not permitted because this action requires individuals to remove their masks, thereby putting individuals at risk.

Weather

- We must follow the Ministry's guidance on preparing for hot weather during the COVID-19 pandemic.
- Here's the link to the document: <https://bit.ly/38h2G4V>
- According to the guidelines, the acceptable upper temperature limit is 26°C with a humidex of 30°C.
- The Perley Rideau team is closely monitoring the current weather and the forecast to determine whether visits can proceed.
- Our team is following The Weather Network website for the Ottawa forecast and humidity readings: <https://bit.ly/3ihjFsF>
- Each day at 1 pm, Perley Rideau staff review the forecast for the next day and determine whether visits can proceed as scheduled.
- Staff will post a notice outside to inform the public that outdoor visits have been cancelled.



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- If a visitor must cancel a scheduled visit, please use the link for cancelling or rescheduling at the bottom of the confirmation email.
- Cancellations must be made by 1:00 PM one business day prior to the visit.
- Please contact the volunteer team at 613-526-7170 x 2127 if support is required with cancelling or rescheduling.

Private Care Provider Visits

- As of August 10th, private care providers will be able to come into the facility for indoor visits with a resident, if the resident they are visiting is their only client.
- Private care providers must attest that they are only working with one client.
- They may not have another client in other long term care homes, retirement homes, in the community or within Perley Rideau.
- Families must ensure that private care providers attest to this prior to registering for a visit.
- Families can book visits on behalf of the private caregiver, if the private caregiver isn't able to book online.
- No care is to be provided during these visits.
- For outdoor visits, a resident would still only be able to get one visit per week (whether it's with family or with a private caregiver).

Indoor Visits with Private Care Providers

- The visit is restricted to the resident's room, as with all indoor visits.
- Physical distancing guidelines must be respected at all times.
- Currently, assisting with activities of daily living would be a concern as a resident's care plan may have significantly changed within the last few months, and if a private care provider is not aware of this, there may be safety concerns for the resident.
- Many of the care activities require close contact, and for the safety of residents, we are ensuring that physical distancing guidelines remain in place when interacting with individuals outside of Perley Rideau.
- Provision of care from private care providers within the facility will be assessed in the next phase of re-opening.
- Families will be updated when policies about private care providers have changed.
- If you have any questions or concerns about the policy, please contact Andrea Liu (Program Lead, Interprofessional Care) at 613-526-7170 x 2208 or at aliu@prvhc.com.

Parking

- Please park in the visitors' section by the Main Entrance.
- View our parking map: http://www.perleyrideau.ca/upload/documents/map_facility_parking_2020.pdf
- The 30-minute grace period continues.



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

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- Family parking passes will be valid, as usual.
- For those without a pass, there is a flat rate of \$10 for any stay longer than 30 minutes.
- Please have cash or credit card with you for payment.

Communication with other family members/friends

- We ask that the resident's Power of Attorney (POA) be responsible for sharing this information with anyone else who might visit the resident.



Important Information & Contacts

Communicating with the Perley Rideau

There are many ways to stay in contact with the Perley Rideau team and channels to direct your questions. Here are some of ways to stay in touch.

Family Helpline

- 613-520-2980
- The Family Helpline is staffed Monday through Friday from 8 am to 4 pm.
- If the support person is not available to answer your call, please leave a message and expect a response within one business day.

Indoor Visits

- **Book Online:** [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic
- View the Resumption of Visits webpage and Visitor Guide:
<http://www.perleyrideau.ca/visiting-during-a-pandemic>

Outdoor Visits

- **Book Online:** [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic
- View the Resumption of Visits webpage and Visitor Guide:
<http://www.perleyrideau.ca/visiting-during-a-pandemic>

Online Booking:

- If assistance is required for online booking, contact Volunteer Services at 613-526-7170, ext. 2127
- For all matters related to online booking for outdoor visits, please contact Andrea Liu (Program Lead, Interprofessional Care) at 613-526-7170 x 2208 or at aliu@prvhc.com.

Virtual Visits

- Phone calls, Skype and FaceTime with families: Coordinated through the Therapeutic Recreation and Creative Arts Programming team
- To book a virtual visit or ask questions email: Skypeteam@prvhc.com

Perley and Rideau Veterans' Health Centre

- Emails are sent from the Perley Rideau's Communications office.
- General information for families, including events, news and resident highlights.
- Subscribe to receive emails: info@prvhc.com
- Perley Rideau website: <http://www.PerleyRideau.ca>
- COVID-19 update webpage: <http://www.PerleyRideau.ca/public-announcement>



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Managers of Resident Care (for reference) - 613-526-7170 + ext

- **Gatineau Building:** Kerry Tubman, ext. **2110**
- **Rideau Building:** Samantha Diceman, ext. **2113**
- **Ottawa Building:** Shevon Thompson, ext. **2405**

Perley Rideau RPN Call Bell Number Extensions – 613-526-7170 + ext

- If calling to cancel a visit on the same day, or a visit occurring over the weekend, please contact the unit RPN.

Gatineau Residence

- **Gatineau 1 North (G1N): 8532**
- **Gatineau 1 North (SBSU): 8531**
- **Gatineau 1 South (G1S): 8538**
- **Gatineau 2 North (G2N):
8544, 8545**
- **Gatineau 2 South (G2S): 8551**

Ottawa Residence

- **Ottawa 1 East (O1E): 8505, 8506**
- **Ottawa 1 West (O1W): 8512**
- **Ottawa 1 West (SAFE): 8463**
- **Ottawa 2 East (O2E): 8518, 8519**
- **Ottawa 2 West (O2W): 8525**

Rideau Residence

- **Rideau 1 North (R1N): 8555**
- **Rideau 1 South (R1S):
8562, 8563**
- **Rideau 2 North (R2N): 8566**
- **Rideau 2 South (R2S):
8573, 8574**

Family and Friends Council

- Emails are shared from the volunteer-based Family and Friends Council.
- Includes summary of most recent FFC monthly meeting and info about upcoming meetings.
- Emails from: Family and Friends familycouncil.prvhc@gmail.com.
- Subscribe at: familycouncil.prvhc@gmail.com

Notes



How NOT to Wear Your Mask



DON'T:
Wear your mask
under your nose.



DON'T:
Wear your mask
exposing your chin.



DON'T:
Wear your mask
loose leaving gaps.



DON'T:
Just cover the
tip of your nose.



DON'T:
Pull your mask
under your chin .



DO:

- Before putting on a mask clean your hands
- Open mask to fully cover your face -- from nose to below chin
- If the mask has a nose bar, pinch around your nose
- Make sure to tighten the loops/ties

Other Tips:

- Always wash your hands before and after using your mask.
- Put on and take off mask by using the loops or ties.
- Do not touch the front of the mask when removing.
- N95 masks are to be placed in designated bins. Wash and dry cloth masks daily. Store in a clean and dry spot.
- Please deposit procedural masks into designated red bins
- Please continue to practice good hand hygiene and safe social distancing
- A mask does not replace physical distancing, or other protective measures.



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How to Wear a Procedural Mask



Clean your hands with soap and water or alcohol based hand rub



Hold the mask by the ear loops and place a loop around each ear



Mold or pinch the stiff edge to the shape of your nose



Pull the bottom of the mask over your mouth and chin



Avoid touching the front of the mask when wearing

How to Remove a Procedural Mask



Clean your hands with soap and water or alcohol based hand rub



Avoid touching the front of the mask. Only touch the ear loops



Hold both of the ear loops and gently lift and remove the mask



Place mask in designated bin



Clean your hands with soap and water or alcohol based hand rub



Screening Questions for All Staff and Essential Visitors



Visitors must read the questions each time they visit as screening questions are subject to change frequently

1. Do you have any of the following symptoms for which there is no known cause?

If yes, is there a known reason? (e.g. lack of sleep, stress, allergies, dehydration, existing medical condition)

- | | | |
|--|------------------------------|-----------------------------|
| Fever (a temperature of 37.8 degree Celsius or higher) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Conjunctivitis (pink eye) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Shortness of breath/difficulty breathing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| New or worsening cough | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Nausea/vomiting, diarrhea, abdominal pain | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| New diagnosis of pneumonia | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Sore throat | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Runny nose or nasal congestion | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Difficulty swallowing | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| New smell or taste disorder(s) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Chills | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Different or worsening headaches | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Unexplained fatigue/malaise/myalgia (sore muscles) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

2. Have you travelled outside of Canada or had close contact* with anyone that has travelled outside of Canada in the last 14 days?

- Yes No

3. Have you had close contact* with anyone with respiratory illness or a confirmed or suspected case of COVID-19 WITHOUT wearing the required PPE?

- Yes No

If **NO** to all questions, the individual has **PASSED** the screening process and may enter the facility.

If **YES** to any questions (after probing for more detail), individual has **FAILED** the screening process and may not enter the facility.

*Close contact means:

- Lack of appropriate PPE use
- Less than 2 meters distance
- Greater than 5 minutes