

Visitor Restriction Update

The recent change in Ontario's lockdown status means the Rainy River District is now in the Yellow-Protect zone for COVID-19. As a result, effective immediately, we are changing our long term care and acute visitation guidelines, and permitting short-stay and temporary absences for residents. Long term care residents are again able to spend time away from their Home for day trips or overnight absences.

Infection Control Practices required for all Visitors:

- screening prior to entering any one of our facilities;
- wearing of a medical grade procedure mask at all times within any one of our facilities;
- sanitizing your hands when entering and exiting any facility or a patient/resident room; and
- maintaining a 2 metre (6 feet) distance between themselves and the patient/resident at all times during their visit.

We remind visitors that we have technology in place to facilitate video conferencing with patients/residents at each location.

Acute Care Visiting:

- Labouring patients may have two (2) designated support persons with them.
- Women requiring prenatal ultrasound may have one (1) support person.
- Pediatric patients may have two (2) designated support persons; only one (1) allowed visiting at a time.
- Critically ill patients may have two (2) designated support persons/visitors.
- Palliative patients can have six (6) designated visitors; only two (2) allowed visitors at a time.
- Alternate Level of Care (ALC) patients can have two (2) designated care partners between 11:00 am – 6:30 pm.
- Acute care patients may have one (1) designated support person/visitor per day between the hours of: LVGH: 3:30 pm – 6:30 pm; Emo Health Centre: 9:30 am – 1:30 pm; Rainy River Health Centre 1:00 pm - 3:00 pm.

“We recognize the impact prolonged visitation restrictions have had on our patients/residents and their families and we are extremely pleased to be able to make this announcement today. We are confident the opening up of visitor restrictions will be truly invaluable for those we are responsible to care for”, stated Julie Loveday, Executive Vice President of Clinical Services & CNE.

Long Term Care Visiting:

Please see below as it applies to long-term care homes that are not in outbreak and are located in public health unit regions in the Green - Prevent or Yellow - Protect level.

Two (2) Caregivers may be designated and will be permitted to visit at a time.

- Two (2) General Visitors will be allowed to visit. Visitation must be pre-scheduled with the Home outside of mealtimes, and they are limited to 30 minutes.
- Palliative Residents can have six (6) designated visitors; only two (2) allowed visiting at a time.

Visitors must be able to provide proof that they have tested negative for COVID-19 within seven (7) days, and subsequently not tested positive.

Visiting Hours:

- Rainycrest: 10:00 am – 6:00 pm
- Emo Health Centre: 9:30 am – 1:30 pm
- Rainy River Health Centre: 1:00 pm – 3:00 pm

Please note that the home is not responsible for providing tests. Riverside Assessment Centres (807-274-3261, ext. 4913) are available in Fort Frances and Rainy River, 7 days a week 8am-4pm.

Long Term Care Absences:

All non-medical absences need to be approved by the Home. Please plan ahead if a Resident is requesting an absence. You may call or email the Home a minimum of 24hrs in advance to seek approval and/or to inquire about the approval process.

Please ensure you maintain infection control practices during absences; including social distancing, use of masks, hand hygiene, avoidance of large gatherings and refrain from visiting anyone unwell or with symptoms of COVID-19.

Short Stay and temporary absences are subject to the requirements noted above; however, all temporary absences will be at the discretion of the Home and decided on a case-by-case basis. If a temporary absence is denied, the Home will communicate this to the resident/substitute decision maker in writing, including the rationale for this decision. All residents returning from a temporary absence must be actively screened and are required to self-isolate for 14 days upon their return.

Residents do not require testing or self-isolation upon their return from Medical Absences. If the resident is admitted to the hospital at any point, or the emergency room visit takes place over two or more nights (patient is discharged from a hospital), Homes will follow re-admission practices which involves a 14 day isolation period.

In the event of an outbreak in the home, or where there is evidence of widespread community transmission as per provincial direction, absences will be not permitted except for medical or compassionate reasons.

Riverside remains committed to ensuring a safe environment for everyone entering our facilities during the COVID-19 pandemic, and we thank you for your continued cooperation during this difficult time.

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FOR MORE INFORMATION:

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Reference:

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