



SHEPHERD'S CARE FOUNDATION

Outdoor Visitation Policy and Process

Our residents are at great risk of serious illness from COVID-19, and they require our protection to prevent COVID-19 from entering our facilities. This must be balanced with our residents' need for quality of life and their need for social interaction to mitigate social isolation and loneliness. Shepherd's Care is also committed to ensuring a safe working environment for all our staff. As mandated by Order 14-2020 from the Chief Medical Officer of Health, we will facilitate, *wherever feasible*, a **Designated Essential Visitor and one other person** to visit outdoors with your loved one.

Outdoor Visitation Policy

1. The Designated Essential Visitor must be pre-approved and put on a list by the site manager before a visit can be booked.
2. Visits must be pre-arranged and booked in the calendar by the receptionist at each site. No drop-in visits are permitted.
3. Visits are between the resident, the Designated Essential Visitor, and one other person only.
4. The Designated Essential Visitor cannot change or be substituted for another individual; however, the second visitor can change each visit.
5. Visits will not occur if the Designated Essential Visitor or the second visitor is feeling sick or unwell.
6. Visits will not occur if the resident is feeling sick or unwell, or is under Additional Precautions as a result of being symptomatic or exposed to COVID-19.
7. Upon arrival, the Designated Essential Visitor and the second visitor must complete a screening questionnaire and undergo a temperature check.
8. The Designated Essential Visitor, the second visitor, and the resident must wear a mask at all times during the visit. Visitors will be provided disposable masks at security.
9. Visits must take place outdoors in the designated visitation spots and participants must adhere to social distancing. If the resident does not social distance, they will be required to self-isolate for 14 days to protect themselves and our other residents and staff, and the Designated Essential Visitor will lose visitation privileges.
10. Visits are at the scheduled time and will be for 30 minutes. Please do not be late.



SHEPHERD'S CARE FOUNDATION

11. In order to ensure fairness for all residents, we will limit the number of visits permitted per resident to no more than one per week. This may be changed at the discretion of the site manager.
12. Visits may be subject to cancellation by the site manager at any time.
13. No visits will be permitted at sites which are experiencing an outbreak (COVID-19 outbreak or other outbreak as determined by Public Health).
14. Visits will be scheduled Monday through Friday between 8 AM and 4 PM, with exceptions scheduled as resources permit by the Site Manager.

In order to arrange an outdoor visit with your loved one:

1. Contact the facility by phone between 8 AM and 4 PM, Monday through Friday (see contact numbers below).
 - a. If you are already an approved Designated Essential Visitor, you can book your visit directly with the facility.
 - b. If you are not already an approved Designated Essential Visitor, you will need to speak to the site manager to ensure you meet the criteria under the order.
2. Visits cannot be scheduled by email. To schedule a visit, please use the following contact numbers:
 - a. Millwoods Campus 780-463-9810
 - b. Vanguard 780-474-1798
 - c. Southside Manor 780-435-3169 (Option #3)
 - d. Greenfield 780-430-3613
 - e. Eden House 587-786-3336
 - f. Kensington 780-447-3840*
 - g. Barrhead 780-674-4249

*as of June 15, 2020, the entire Kensington Campus remains on COVID-19 outbreak and visits are not permitted at this time.

Any further questions regarding this Policy may be directed to the site manager or to info@shepherdscore.org.

Updated: June 15, 2020