

Barrhead and District Social Housing Policy

Section VI: General Policies	Date Board Approved: February 17, 2021
Subject: <i>Safe Visitation</i>	Revision Dates: July 2020 by email
	Revised June 30, 2021

It is the policy of Barrhead and District Social Housing Association to provide safe visitation opportunities for residents/tenants during the COVID-19 pandemic. This allows the resident/tenant access to visitors for essential and/or social visitation.

The policy is for the following facilities owned/managed by Barrhead and District Social Housing Association: Hillcrest Lodge, Klondike Place

The visitation policy will be rescinded when additional changes are made through a Chief Medical Officer of Health order. At minimum the visitation policy will be evaluated every 3 weeks.

It is imperative that all visitors/persons entering these settings:

- Understand the risk of exposure to COVID-19 for self and others;
- Follow all related Barrhead and District Social Housing Association policies and public health measures in place; and
- Remain vigilant in protecting themselves and others both while on site as well as off site.

Indoor Visits:

General Information:

- Each resident/tenant has named up to 4 people as a designated family/support person for indoor access during safe visitation
 - These persons can be a family member, friend, companion, support worker, power of attorney, agent, legal guardian, or any other person identified by the resident/tenant
- Only 2 visitors can be in any room/suite at any time
- Children under the age of 12 must be accompanied by an adult
- Hours of visitation should be made by appointment 24 hours prior to the visitation.
- Visitation can be booked Sunday to Saturday including Statutory Holidays
- Hours that can be booked for indoor visitation at either Hillcrest Lodge or Klondike Place are:
 - 9:00am

- 10:30am
- 1:30pm
- 3:00pm
- 4:15pm
- No visitation is booked between the hours of 11:45am to 1:30pm to ensure that there is a limited amount of visitors during meal times.
- There will be ONLY 3 (three) appointments booked per time slot for each Lodge, Hillcrest Lodge or Klondike Place, to limit the amount of visitors in the building at any given time
- There is no time limit on duration of visit
- All visits must take place in the resident/tenant room/suite
- There will be NO visits booked for residents/tenants that are under isolation or quarantine

Procedure:

- Visitors must be on the designated family/support list
- Either the resident/tenant or the visitor(s) should make an appointment with the office 24 hours prior to visitation by calling the administration office at 780-674-2787 Monday to Friday 8:30am to 4:30pm. Please arrive within 15 minutes of your appointment.
- All visitors visiting Hillcrest Lodge must enter and leave through Hillcrest Lodge main entrance at 4321 – 52nd Avenue, BARRHEAD, Alberta
- All visitors visiting Klondike Place must enter and leave through Jubilee Manor main entrance at 5120 – 43 Street, BARRHEAD, Alberta
- All visitors must clean hands upon entry
- All visitors must go through the Health Assessment Screening process at the administration desk prior to access of the facility
- All visitors must wear a mask at all times while in common areas
- All visitors must go directly to the resident/tenant room/suite and should not visit with anyone in the common area
- If a visitor leaves the facility and returns for additional visitation, then the Health Assessment Screening must be repeated at the administration desk
- If a visitor shows any symptoms within 14 days of a visit, they must notify Barrhead and District Social Housing Association
- Enjoy your visit

Social Visits:

General Information:

- Will be restricted based on the provincial restrictions set by the Chief Medical Officer of Health
- Social visit from others may occur for a 1 (one) hour period in the designated area
 - Hillcrest Lodge in resident room ONLY
 - Klondike Place in Jubilee Manor 403 ONLY
- Only 2 visitors can be in the designated area at any time
- Children under the age of 12 must be accompanied by an adult
- Hours of visitation should be made by appointment 24 hours prior to the visitation
- Hours that are booked for social visitation
 - Hillcrest Lodge Monday to Friday except a statutory holiday
 - 9:00am
 - 10:30am
 - 2:30pm
 - Klondike Place Sunday to Saturday including Statutory Holidays
 - 10:30am
 - 2:00pm
 - 4:00pm
 - 6:00 pm
- There will be only 1 (one) appointment booked per time for each Lodge, Hillcrest Lodge or Klondike Place
- There will be NO visits booked for residents that are under isolation or quarantine

Prodedure:

- Either the resident/tenant or the visitor(s) should make an appointment with the office 24 hours prior to visitation by calling the administration office at 780-674-2787 Monday to Friday 8:30am to 4:30pm. Please arrive within 15 minutes of your appointment.
- All visitors visiting Hillcrest Lodge must enter and leave through Hillcrest Lodge main entrance at 4321 – 52nd Avenue, BARRHEAD, Alberta
- All visitors visiting Klondike Place must enter and leave through Jubilee Manor main entrance at 5120 – 43 Street, BARRHEAD, Alberta
- All visitors must clean hands upon entry
- All visitors must go through the Health Assessment Screening process at the administration desk prior to access of the facility
- All visitors must wear a mask at all times while in common areas
- All visitors must go directly to the designated area and should not visit with anyone in the common area

- If a visitor shows any symptoms within 14 days of a visit, they must notify Barrhead and District Social Housing Association
- Enjoy your visit

Visitation for Extenuating Circumstances:

General Information:

- Extenuating circumstances is defined as:
 - End of Life / Palliative Care (last 4-6 weeks)
 - Change in Health Status (due to a medical/social/spiritual crisis) – where additional medical, social, spiritual supports must be provided as determined in consultation with the resident/tenant and designated family/support person(s)
 - Pressing circumstances (including financial or legal matters, family crisis)
- During End of Life Circumstances:
 - Up to 3 visitors at one time
 - If all persons are from the same household there is no limit to number of persons visiting
 - Visitors do not have to be a designated family/support person
 - Children under the age of 12 must be accompanied by an adult
- During Change of Health Status and/or Pressing Circumstances:
 - Up to 2 visitors at a time
 - Visitors do not have to be a designated family/support person

Procedure:

- During End of Life Circumstances an appointment is not required
- During Change of Health Status and/or Pressing Circumstances the resident/tenant or the visitor(s) must make an appointment with the office prior to visitation by calling the administration office at 780-674-2787 Monday to Friday
- All visitors must go through the Health Assessment Screening process at the administration desk prior to access of the facility
- All visitors must wear a mask at all times while in common areas
- All visitors must go directly to the resident/tenant room/suite and should not visit with anyone in the common area
- If a visitor leaves the facility and returns for additional visitation, then the Health Assessment Screening must be repeated at the administration desk
- If a visitor shows any symptoms within 14 days of a visit, they must notify Barrhead and District Social Housing Association
- Enjoy your visit

Overnight stays during extenuating circumstances:

- Will be approved on a case by case basis in consultation with the resident/tenant and the designated family/support person(s)

Resident/Tenant Leaving the Building:

General Information:

- Residents/Tenants can leave the buildings and premises of Barrhead and District Social Housing Association and are encouraged to:
 - Understand the risk of exposure to COVID-19 for self and others;
 - Follow all related Barrhead and District Social Housing Association policies and public health measures in place; and
 - Remain vigilant in protecting themselves and others both while on site as well as off site.

Procedure:

- All Hillcrest residents must enter and leave through Hillcrest Lodge main entrance at 4321 – 52nd Avenue, BARRHEAD, Alberta
- All Klondike Place residents and Jubilee Manor tenants adjacent to the Jubilee Manor Dining Room must enter and leave through Jubilee Manor main entrance at 5120 – 43 Street, BARRHEAD, Alberta
- All residents/tenants must clean hands upon entry
- All residents/tenants must go through the Health Assessment Screening process at the administration desk prior to access of the facility
- If a resident/tenant leaves the facility and returns the Health Assessment Screening must be completed every time the resident leaves the building at the administration desk
- If a resident/tenant shows any symptoms, they must notify Barrhead and District Social Housing Association immediately

Resident/Tenant Leaving for an Extended Visit:

General Information:

- Residents/tenants returning from off-site outings of less than 24 hours are not required to isolate, unless they fail the Health Assessment Screening.
- Residents/tenants returning from off-site outings of more than 24 hours are **required to complete a Risk Assessment** following their return. The Risk Assessment will determine restrictions required.

Restricted Access During COVID-19 Outbreak:

General Information:

- Barrhead and District Social Housing Association may temporarily restrict access in situations where a risk tolerance assessment indicates

increased risk of exposure to COVID-19 such as increased local cases, confirmed site outbreak, or other situations that may limit the ability to safely have more people on site

- This policy and the procedures herein will be evaluated immediately and the procedures could be changed

Dispute Resolution:

General Information:

- Barrhead and District Social Housing Association must document all complaints, requests, or concerns as per the Grievance Policy approved by the Board of Directors March 6, 2019.
- All concerns complaints, requests, or concerns should follow the Grievance Policy