

May 10, 2022

Dear Families,

As we continue to work hard to keep our home COVID-free, we are now responding to the recommended changes for visitor restrictions.

We understand that your loved one is palliative and at end of life and visits are essential. However, we must maintain the well-being of our staff team because without them we can not care for any patient.

Enclosed in this letter are our new visitor policies that will be implemented in a staggered approach.

Your cooperation is needed to help keep your loved one and our staff safe. If as a visitor, you do not comply you will be asked to leave the building until you can comply. If repeated non-compliance we will ban a visitor. We do not wish to do this however, it is for the health and safety of our staff team, patients, and other visitors.

We thank you for your cooperation, compassion, and support in keeping our home COVID-free. If you have any questions, please do not hesitate to contact me.

Sincerely,



Debbie Robinson, Reg. N. CHPCN(c)
Director of Nursing Services



Danielle Zucchet, H. BSc
Chief Executive Officer



Susan Repa
Director of Program and Services

Visitor Policies As of May 10, 2022

MASK & SOCIAL DISTANCING

- **Strict adherence to complying with mask:** Mask must be pinched at the top of the nose, under the chin and on all the time if it becomes wet, please ask for another mask. Mask wearing is the most effective way to reduce spread. We will supply a medical-grade mask however, if you have a form-fitting N95 mask this is preferred. We ask that you have a new clean mask upon entry.
- **6 Feet apart-** Please remain six feet apart from our staff team and others, including non-household visitors in the room with you and during screening.

VISITING/SCREENING HOURS: Everyday

9 am to 8 pm

Visitors are welcome to remain in the building for all hours once admitted during screening hours.

VISITORS

- Up to **ten** close family and friends on the visitor's list. This will be implemented on **Thursday, May 12, 2022.**
- Up to **six** visitors per day but only **two** can be in the room at one time in the room as of **May 12, 2022.**
- **Let us know who you will be adding to the visitor's list, name, phone number and email address as soon as possible so that we may adjust our screening tablet to avoid disappointment at the door.**
- **Two visitors at any given time** will be allowed to visit the room. Please make sure to pre-plan visits with your loved ones. Once two visitors are in the building others will be directed to a window visit.
- **All visitors** will need to complete the pre-screening app prior to arrival- (Go to <https://kemphospice.org/covid-19-screening/> or scan the CODE below or on the window). You can show the results on your phone or print a copy.

- When end of life is imminent (within hours) **four** visitors on the approved list will be permitted to be at the bedside but must be approved by the manager. (When staff needs to enter the room during this time, two visitors will need to leave the room).
- Only **1** person will be permitted to stay overnight.
- **Rapid testing:** All visitors will be rapid tested every two days.
- **Numbers for rooms:** Visitors will be given a number to hang outside of the door to indicate how many visitors are currently in the room, please return the number to the screener/staff when you are leaving.
- **Window visits:** Will be permitted provided the visitors outside maintain social distance from other outside visitors and masks are always properly worn.
- **NO OPENING DOORS:** No visitor will be permitted to open any exterior doors within the building to allow for others to either enter the building or to stand by and talk.
- **Enclosure visits-** Please speak to a residential manager or RN to pre-arrange an inside enclosure visit. An enclosure visit is a screened-in area whereby outside visitors can sit inside and visit through the screen while inside visitors are on the other side of the screen with the patient.

QR CODE for Pre-Screening prior to arrival or at door:

