



Guide to Visiting The Perley Rideau

For Essential Caregivers and General Visitors

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For general questions and concerns, please contact info@prvhc.com



Perley Rideau

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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.

Watch for frequent updates by visiting our website: <https://www.perleyrideau.ca/public-announcement> and <https://www.perleyrideau.ca/visiting-during-a-pandemic>



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



Wear a mask and face shield. Visitors will be provided a surgical mask by the Perley Rideau. Please remember to clean eye wear.



Following the introduction of rapid, on-site testing combined with adherence to all required safety protocols, Essential Caregivers may access Deborah's Gift Boutique, the Cafeteria and the Pub. Please remember to follow all safety protocols.



It is recommended that visitors maintain physical distance. For everyone's safety, minimize physical contact during your visit and attempt to maintain two metres/six feet apart.



Residents who are fully immunized and their Essential Caregivers who are **fully immunized*** may choose to have close physical contact beyond what is required for care and supervision (such as hugging or holding hands). Fully immunized Essential Caregivers may also join a fully immunized resident during mealtime and must continue to wear PPE as required.

***Fully immunized** means that the individual has received all doses in their vaccine series and **more than 14 days has passed** since the receipt of the last dose.



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.



General Visitors entering to visit a resident inside the Perley Rideau must be rapid test every time they enter.



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Reference Information for Caregivers, General Visitors, Absences & Gatherings

A Summary of the Changes to Directive 3, effective June 9, 2021

Reference Documents

- Directive #3 LINK: <https://bit.ly/3x5BotB>
- COVID-19 guidance document for long-term care homes in Ontario: <https://bit.ly/3w67buu>

Definitions

1. **Essential Caregiver:** Designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident. A maximum of 2 Caregivers may be designated per resident at a time. An Essential Caregiver is a type of Essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of Caregivers include family members, a privately hired Caregiver, paid companions and translators.
2. **General Visitor:** Visitors who do not meet the definition of an Essential Caregiver as defined above, including social visitors.
3. **Fully immunized:** An individual who has received all doses in their vaccine series and more than 14 days has passed since the receipt of the last dose.
4. **Partial/Unimmunized:** An individual who has not received all doses in their vaccine series and more than 14 days has passed since the receipt of the last dose.
5. **Immunization Threshold:** The Perley Rideau community has met or exceeded the minimum resident immunization rate of 85% and the staff immunization rate of 70%. This permits relaxed physical distancing between resident cohorts when dining on the unit and during activities, physical distancing can be relaxed within cohorts on the unit. Physical distancing must be maintained between cohorts off the unit.
6. **Below Immunization Threshold:** These protocols do not apply as the Perley Rideau community has met/exceeded the vaccination rate thresholds.
7. **Outbreak:** Two or more lab-confirmed COVID-19 cases in residents or staff (or other visitors) in a home with an epidemiological link, within a 14-day period, where at least one case could have reasonably acquired their infection in the home. Only the local public health unit can declare an outbreak and declare when it is over.
8. **Screening:** To comply with the government direction on testing, the Perley Rideau screening app is mandatory for everyone. This must be used on home computer, a smart phone or using a tablet at the Main Entrance. For more information on using the app, see page 10.
9. **Testing for COVID-19**
 - Essential Caregivers:** Rapid testing in the Swab Clinic is required to a maximum of three times per week. For more information, see page 6.
 - General Visitors:** A rapid test is required each time they enter.
10. **Surveillance testing:** Refers to routine testing of asymptomatic staff and visitors who have not been exposed to COVID-19. This is different from COVID-19 testing of individuals who are symptomatic, have had high risk exposure, and/or in an outbreak setting as directed by the local public health unit. At The Perley Rideau, this involves rapid testing in the Swab Clinic in Perley Centre.



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Visitors

Requirements	Fully Immunized Resident	Partial/Unimmunized Resident	Resident in Isolation
Fully Immunized Essential Caregiver <ul style="list-style-type: none"> Mask protection required at all times Surveillance testing is mandatory 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is not required when visiting a resident Can support in dining area and join activity on unit (if space is available) 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection required indoors Cannot support in dining area or join in any activities 	May support in the resident's room with proper PPE
Partial/Unimmunized Essential Caregiver <ul style="list-style-type: none"> Mask protection required at all times. Surveillance testing is mandatory 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	May support in the resident's room with proper PPE
Fully Immunized General Visitor <ul style="list-style-type: none"> Mask protection required at all times. If visiting indoors, surveillance testing is mandatory 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is not required when visiting a resident Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Not Permitted
Partial/Unimmunized General Visitor <ul style="list-style-type: none"> Mask protection required at all times. If visiting indoors, surveillance testing is mandatory 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Not Permitted
Visits with resident at end of life <ul style="list-style-type: none"> Masks and eye protection required. 	2 visitors permitted <ul style="list-style-type: none"> Visitors do not have to be Essential Caregivers. Rapid test not required. Visitors only in the resident's room 	2 visitors permitted <ul style="list-style-type: none"> Visitors do not have to be Essential Caregivers. Rapid test not required. Visitors only in the resident's room 	Permitted

*Where a resident has mobility limitations or health conditions (i.e., factors unrelated to weather) that make participating in an outdoor visit highly unlikely or impossible:

- A maximum of 1 General Visitor per resident may visit indoors at a time. A maximum of 1 Essential caregiver may also be present during the visit.
- The Perley Rideau team will address this on a case-by-case basis. Please contact the staff on the unit for more information.

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Absences

Requirements See: Directive 3: https://bit.ly/3x5BotB	Fully Immunized Resident	Partial/Unimmunized Resident	Resident in Isolation
Compassionate Palliative	Permitted	Permitted	Permitted
Medical Appointments	Permitted	Permitted	Permitted
Short Term Essential	Permitted	Permitted	Not Permitted
Short Term Social (<24hrs)	Permitted	Not Permitted	Not Permitted
Temporary (2+days / overnight)	Permitted with approval	Not Permitted	Not Permitted

Inside Perley Rideau Social Gathering

Requirements	Immunization Threshold Met	Below Immunization Threshold	Outbreak
Dining Room	Physical distancing can be relaxed between resident cohorts on the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Physical distancing must be maintained
Activities	Physical distancing can be relaxed within cohorts on the unit Physical distancing must be maintained between cohorts off the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Individual activities on the outbreak unit

For those resident absences requiring approval, please contact the unit nurse. For a list of unit phone numbers please see page 20.

For general questions and concerns, please contact: info@prvhc.com
or the Family Helpline at 613.526-7170, ext. 2980



Details for Visitors

The Perley Rideau is responsible for supporting residents in receiving visitors while mitigating the risk of exposure to COVID-19. Further, homes are responsible for establishing and implementing visiting practices that comply with COVID-19 Directive #3 for Long-Term Care Homes (Directive #3), Resuming Visits in Long-Term Care Homes and the COVID-19 Visiting Policy. It is recommended that all members of the Perley Rideau community read and familiarize themselves with these documents as they provide full details on the terms of reference and help direct our response during this pandemic. These Directives remain in effect until the Ontario government issues an update, at which time, the Perley Rideau will publish updates to these resources.

Watch for frequent updates by visiting our website: <https://www.perleyrideau.ca/public-announcement> and <https://www.perleyrideau.ca/visiting-during-a-pandemic>

Indoor Visits for Essential Caregivers

Visiting Hours (7 days a week)

- There is no limit to the number of residents who may receive visits.
- A maximum of 2 Essential Caregivers may be designated per resident at a time.

Ministry Update

To comply with the government direction on testing, the Perley Rideau **screening app is mandatory** for everyone. This must be used on home computer, a smart phone or using a tablet at the Main Entrance.

In-person screening from staff and the Commissionaires is no longer provided. Staff will be present in the Main Entrance area as a support for members of the community using the app or the tablet.

We will make reasonable accommodation for any disability-related needs with respect to use of the app.

Access Details for Essential Caregivers

- Essential Caregivers are permitted to bring in items for a resident during a visit.
- Essential Caregivers are permitted to visit with more than one family member during an indoor visit.

Keeping our Community Safe During Visits

- A procedural mask (provided by Perley Rideau) and a face shield/protective eye wear must be worn by all visitors by all visitors, or as directed on page 3 of this guide.
- The mask must cover nose and mouth.
- If a mask cannot be worn due to medical reasons, a medical exemption letter must be shown, and a face shield will be provided from Perley Rideau.
- The face shield/protective eye wear provided by the Perley Rideau at a suggested cost recovery donation of \$5.
- Essential Caregivers are permitted in the resident's room and outside, on the Perley Rideau grounds.



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- Please follow all standard safety protocols: wear a mask, wash your hands, maintain physical distancing and wear safety eye protection as directed.
- 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.

Rules for Essential Caregivers

- An Essential Caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).
- Examples of Caregivers include family members, a privately hired Caregiver, paid companions and translators.
- A maximum of 2 Caregivers may be designated per resident at a time.
- A written request for the designation of Caregivers must be submitted to the Admissions Team (613-520-2980). Caregivers will present to the Support Services office to create a badge and photo ID outlining the resident room they will support. Access the Essential Caregiver designation form:
https://www.perleyrideau.ca/upload/documents/february_27_2021_caregiver-designation-f.pdf
- The Ministry of Health has issued a Directive on COVID-19: Long-Term Care Home Surveillance and Access to Homes updating the terms of the Panbio antigen testing from Abbott for all staff/volunteers/students/Essential Caregivers and contracted services personnel.
 - All Essential Caregivers who were previously infected by COVID-19 should consult with staff in the Swab Clinic and the IPAC team.
 - For Essential Caregivers who are frequent visitors throughout the week rapid testing is required. This requires tracking of negative test results for Caregivers so we are introducing a sticker identification system that must be prominently displayed on all personal identification badges.
 - For staff/volunteers/students and contracted services personnel, this will require testing up to three times a week.
 - For tracking purposes, the Perley Rideau's week is from Monday (always Day #1) to Sunday (always Day 7).
 - It is the Perley Rideau's interpretation that the required number of tests per week for all individuals overrides the direction that tests not be conducted on consecutive days.
 - Staff/Essential Caregivers/volunteers/students and contracted services personnel visiting the Perley Rideau **once a week** will require one test.
 - Staff/Essential Caregivers/volunteers/students and contracted services personnel visiting the Perley



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Rideau **twice a week** will require two tests.

- Staff/Essential Caregivers/volunteers/students and contracted services personnel visiting the Perley Rideau **three times a week – or more** — will require three tests.
- The Ministry indicates that tests should not take place on consecutive days — such as Monday and Tuesday or Wednesday and Thursday.
- It is the Perley Rideau's position that everyone should follow this guidance but when testing on consecutive days is unavoidable then the test must be administered.
- For Essential Caregivers, rapid tests are required every two days to a maximum of **three tests per week**, if the Caregiver visits each day.

Essential Caregivers who are visiting a resident who is at end of life, will not be subjected to rapid tests but must follow all safety protocols.

Testing for Essential Caregivers and staff/volunteers/students is mandatory. Identification (ID) badge must be worn at all times.

After a negative rapid test result has been received, Essential Caregivers will be given a unique sticker to prominently display on their ID badge at all times. This sticker will allow staff to identify that Essential Caregivers are complying with the directive from the Ministry of Health. This testing and identification system require that stickers showing proof of a negative test be visible on all ID badges. This is done to help keep our community safe.

- Residents /families must ensure that the Caregivers have reviewed the IPAC and PPE education and training for visitors created by Public Health Ontario. See the four items listed below.
 - Guidance document entitled Recommended Steps: Putting on Personal Protective Equipment (PPE). CLICK HERE: <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>
 - Video entitled Putting on Full Personal Protective Equipment. CLICK HERE: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-on>
 - Video entitled Taking off Full Personal Protective Equipment. CLICK HERE: <https://www.publichealthontario.ca/en/videos/ipac-fullppe-off>
 - Video entitled How to Hand Wash. CLICK HERE: <https://www.publichealthontario.ca/en/videos/ipac-handwash>.
- If the Essential Caregiver is an external Private Service Provider (PSP), the Private Service Provider policy must be reviewed and Appendix C of the policy ("Agreement between the Resident/SDM and The Perley and Rideau Veterans' Health Centre Re: Private Service Providers") must be filled out and given in to the nursing team so that it can be included in the care plan for the resident.
- The home will provide Essential Caregivers with the appropriate PPE as needed for the visit.
- For questions about outdoor visits, please contact the Family Helpline.



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There is a maximum of 5 people, including the resident, permitted during courtyard visits.

Outdoor Visits for General Visitors

Location: Lupton Hall Courtyard

Outdoor visits: 3 stations, 25-minute visits

Book here: <https://calendly.com/perleyrideau/outdoor-visit-2021>

For questions about outdoor visits, please contact the Family Helpline 613.526-7170 ext. 2980.

Please note:

- **General Visitors** can now come to the Perley Rideau to see their loved ones for an outdoor visit in the designated visiting area in the courtyard adjacent to Lupton Hall. Visits must be booked ahead of time using the calendly app and may be cancelled due to inclement weather or extreme heat.
- The following rules must be followed as per the Ministry Directive #3:
 - Maximum of two General Visitors at a time per resident in addition to Essential Caregiver(s).
 - Children under the age of two years do not count towards the General Visitor maximum.
 - General Visitors need to be actively screened upon arrival and should not proceed beyond entry points / areas in homes.
 - General Visitors do not need to undergo a rapid antigen test when visiting outdoors.
 - General Visitors need to maintain physical distancing (6 ft/2 m) (regardless of vaccine status) and wear masks. Every effort should be made to ensure different groups of visitors are also physically distanced.
- The independent resident or the resident who is escorted by an Essential Caregiver can visit their loved ones anywhere outside on our Perley Rideau property or the adjacent neighbourhood.
- **Courtyard Visits**
 - Essential Caregivers are permitted to visit in the courtyard of a resident's home unit. This access is limited to the courtyard where the resident resides.
 - These visits are permitted when there are no other activities taking place in the courtyard.
 - Essential Caregivers must maintain physical distancing of 2 m/6 ft from other residents at all times.
 - Our team is updating the Visitor's Guide to share this news. The new Guide will be shared with our community early next week.

Details for Visitors

- The 30-minute visits (including 5 minutes cleaning time at the end) will be scheduled seven days/week in three blocks of time:
 - 9:30 AM – 11:30 AM • 1:30 PM – 4:00 PM • 6:00 PM – 8:00 PM
- In the courtyard, visiting stations will be created so that residents and visitors can maintain safe physical distancing. Safe physical distancing is accommodated by 6 ft. tables.



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- General Visitors will be required to come through the main entrance, obtain a mask and complete the screening on the kiosk or show the screening on app on their personal device. They will then exit through the door across from the washrooms located at the Reception area to enter the Lupton Hall courtyard space.
- It is up to each resident's family and friends to determine which individual will visit. All individuals who are visiting must be listed in the registration.
- It can be a different visitor each week, so long as that individual has successfully passed all screening requirements.
- End of Life Visitors – those who have a resident who is very ill and dying – are still permitted to visit, as has been the case throughout this pandemic. Staff engage these visitors directly and make all necessary arrangements to support a safe visit.

What about the weather?

- Please note that we must follow the Ministry's guidance on preparing for hot weather during the COVID-19 pandemic.
- According to the guidelines, the acceptable upper temperature limit is 26°C or a humidex of 30.
- The Perley Rideau team is closely monitoring the current weather and the forecast to make a decision on whether visits can proceed or must be suspended.
- Our team follows The Weather Network for the Ottawa forecast and humidity readings: <https://bit.ly/3ihjFsF>
- Each business day at 1 pm, Perley Rideau staff review the forecast for the next day(s) and determine whether visits can proceed as scheduled.
- If the weather is too hot or extreme (as guided by the Ministry), visit will be canceled and an email will be automatically sent to the email provided during online registration.
- If calling to cancel a visit on the same day, or for a visit occurring over the weekend, please contact the unit RPN. (See page 19 for a list of contacts.)

What if I need to cancel the visit?

- Visits can be canceled online directly through their automatic confirmation email
- If calling to cancel a visit on the same day, or for a visit occurring over the weekend, please contact the unit RPN. (See page 19 for a list of contacts.)
- For questions about outdoor visits, please contact the Family Helpline 613.526-7170 ext. 2980

Please forward all questions and concerns specific to the information on this webpage to info@prvhc.com.

Thank you for your support.

Useful Information

Ministry of LTC Guide to Resuming Visits:
<https://bit.ly/3e1n7VK>

Weather Updates:
<https://bit.ly/3ihjFsF>

Preparing for Hot Weather (MLTC):
<https://bit.ly/38h2G4V>

Parking Map:
<http://bit.ly/2Uef3tS>



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Access the Online Screening Tool



To connect to
FREE WIFI at the
Main Entrance, please
select '**PRVHC GUEST**'

To streamline the screening process at the Main Entrance, to comply with direction from the Ministry of Health and to adapt to frequent changes to the screening criteria guidance, an online staff screening survey – called a web-based app – **must now be used** by each individual who enters the Perley Rideau. Please note that the navigation has recently been adapted to include screening for Essential Caregivers and General Visitors.

This app and supporting documents can be accessed through three webpage locations on the Perley Rideau website:

1. The app: <https://covidscreening.perleyrideau.ca>
2. Main Perley Rideau webpage: <http://www.perleyrideau.ca>
3. Staff Links page: <http://www.perleyrideau.ca/staff-links>

Although this is called an app, users cannot download the app to their device, in the same way a music app or fitness app is downloaded.

Instead, users link to a webpage, register, answer the questions and make a personal declaration that the information is accurate. The screening result must be provided when an individual enters the Perley Rideau.

This screening tool can be accessed through computer, smart phone or tablet.

Important resources

- Guide to creating a shortcut so that the app is easily accessible on smart phone:
https://www.perleyrideau.ca/upload/documents/app_2_perley-rideau-web-app-homescreen.pdf



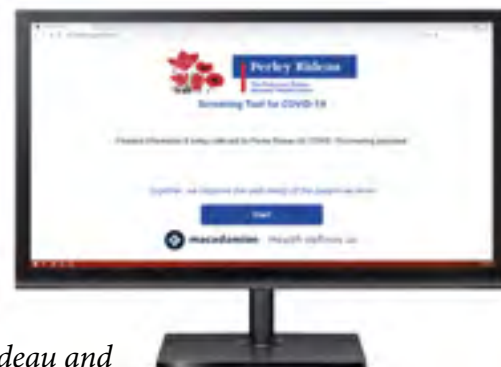
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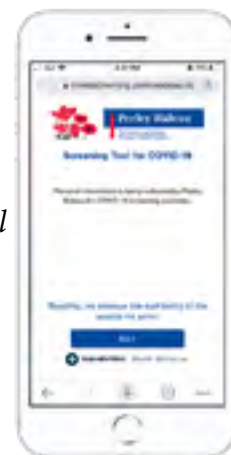
Home Computer/Tablet

- Log in to the screening webpage:
<https://covidscreening.perleyrideau.ca>
- Complete questions
- You will receive a screening result: a green screen, or a red screen
*(Caregivers who receive a **red screen** are not permitted to enter the Perley Rideau and General Visitors who receive a **red screen** are not permitted to visit.)*
- Note, this screening must be completed each time you enter the Perley Rideau.
- There are several options to share this information when you arrive at the Perley Rideau:
 - 1) Print the screening result so that you have it in hand when you arrive at the Main Entrance;
 - 2) Take a photo of the screening result to show it when you arrive;
 - 3) Email the result to yourself so that you can access on your smartphone and show the email when you arrive.



Smart Phone

- Log in to the screening webpage: <https://covidscreening.perleyrideau.ca>
- Complete questions
- You will receive a screening result: a green screen, or a red screen.
*(Caregivers who receive a **red screen** are not permitted to enter the Perley Rideau and General Visitors who receive a **red screen** are not permitted to visit.)*
- Note, this screening must be completed each time you enter the Perley Rideau.
- There are several options to share this information when you arrive at the Perley Rideau:
 - 1) Show staff the email with the screening result;
 - 2) Take a photo of the screening result to show it when you arrive;
 - 3) Print the result.



Tablet

- Tablets are available at the Main Entrance. We recommend all users only use the tablets after other options have been eliminated because there may be delays at the Main Entrance.
- Answer the questions
- You will receive a screening result: a green screen, or a red screen
*(Caregivers who receive a **red screen** are not permitted to enter the Perley Rideau and General Visitors who receive a **red screen** are not permitted to visit.)*
- Note, this screening must be completed each time you enter the Perley Rideau.
 - Alert staff to view screening result;





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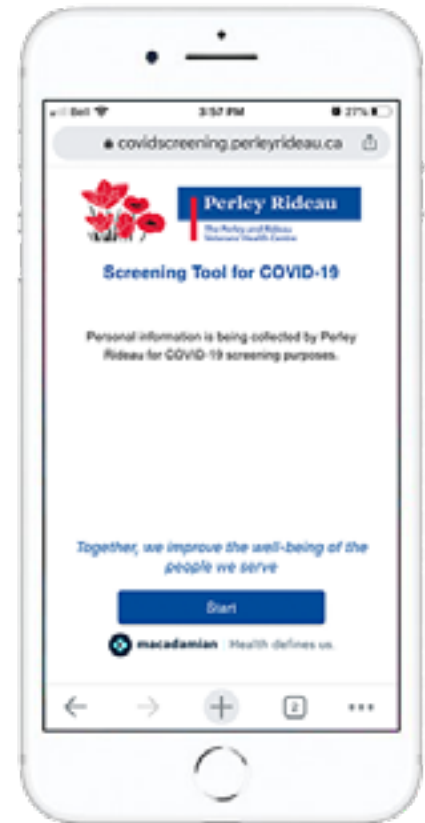
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Screening App Navigation for Designated Caregivers and General Visitors

Visit www.PerleyRideau.ca

Click on the button: **Staff COVID-19 Screening** at the bottom of the home page.

- Name, phone number, email, role*, resident unit & resident name
 - * For Role Please select "Designated Caregiver" or "General Visitor"
- Please note that an email address is required for the screening results to be emailed to you.



Directions of Designated Caregivers

1. Select resident unit from the drop down menu
2. Type in resident name
3. Confirm that you have read the visitor policy for indoor and outdoor visits with residents and that you will comply with all rules for visits. See Page 21 for "Policy for indoor and outdoor visits with residents".
4. Designated Caregivers are asked about exposure to a resident who is self-isolating or symptomatic and about visiting a home on outbreak.

Directions for General Visitors

1. Select resident unit from the drop down menu
2. Type in resident name
3. Confirm that you have read the visitor policy for indoor and outdoor visits with residents and that you will comply with all rules for visits. See Page 21 for "Policy for indoor and outdoor visits with residents".
4. General Visitors are asked about exposure to a resident who is self-isolating or symptomatic and about visiting a home on outbreak.

Answer All Screening Questions



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Please review the screening questions. Questions are subject to change but will remain up to date in the app.

- I have read the Visitor Policy "Policy for Indoor and Outdoor Visits with Residents" and will comply with all rules for visits [applies to designated Caregivers only]
- In the last 14 days, I have not visited another resident who is self-isolating or symptomatic, and/or home in an outbreak [applies to designated Caregivers only]
- Please check the boxes below if you have any of the following symptoms for which there is no known cause (e.g. lack of sleep, stress, allergies, dehydration, existing medical condition):
 - ☐ Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?
 - ☐ Fever (a temperature of 37.8 degree Celsius or higher)
 - ☐ Conjunctivitis (pink eye)
 - ☐ Shortness of breath/difficulty breathing
 - ☐ New or worsening cough
 - ☐ Nausea/vomiting, diarrhea, abdominal pain
 - ☐ Sore throat
 - ☐ Runny nose or nasal congestion
 - ☐ Difficulty swallowing
 - ☐ New smell or taste disorder(s)
 - ☐ Chills
 - ☐ Different or worsening headaches
 - ☐ Unexplained fatigue/malaise/myalgia (sore muscles)
- In the last 14 days, have you been identified as a "close contact*" of someone who currently has COVID-19?
* Close contact means:
 - Lack of PPE use
 - Less than 2 metres distance
- In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?
- If you already went for a test and got a negative result, select "No"
- In the last 14 days, have you or anyone you live with travelled outside of Canada?
If you did not have close contact* with the household member, select "No"
- Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?.

Review Your Answers

- Summary of submitted information
- Answers can be changed if needed

Declaration

- Declaration that information shared is true to the best of your knowledge

Depending on your answers, a red or green screen will appear. A red screen indicates "Do not enter" and instructions are provided on who to contact about next steps. A green screen indicates "Pass" and you will be able to enter the facility without any issue.

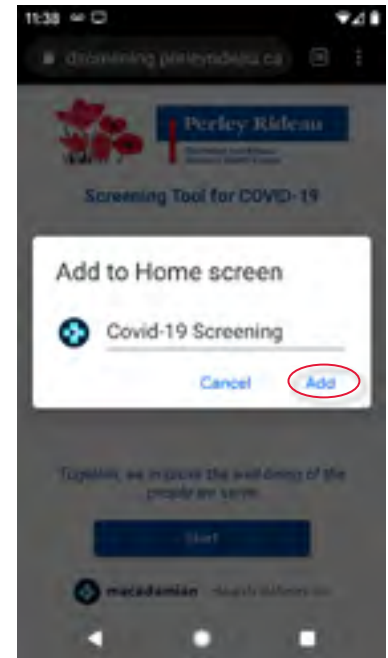
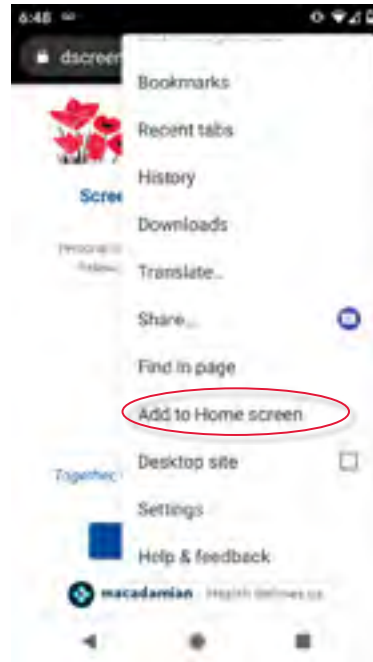




Guide to adding Screening App to Home Screen as a Website Shortcut

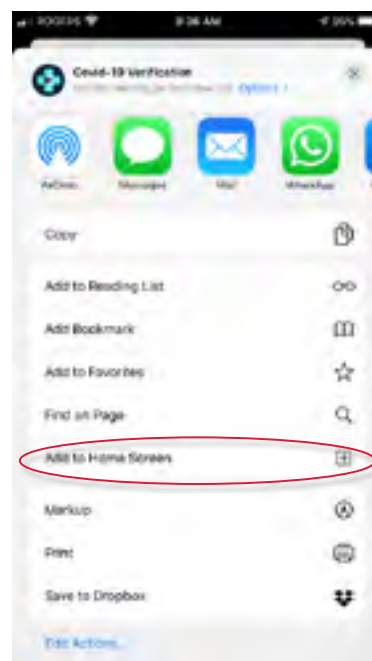
1. Android Phones

- i) Access <https://covidscreening.perleyrideau.ca> on the phone web browser.
- ii) Click on the menu in the right hand corner and click on **"Add to home screen"**.



2. iPhones

- i) Access <https://covidscreening.perleyrideau.ca> on the phone web browser, Safari.
- ii) Click on the menu at the bottom middle and click **"Add to home screen"**.
- iii) Click **"Add"** for an icon to be added to the home screen.





1750 Russell Road, Ottawa, ON K1G 5Z6

Information on Data Security and Privacy

The screening app is developed by the HealthQ business line of Macadamian Technologies, a Gatineau based software company specializing in the development of healthcare solutions, that has been in business for the past 23 years. As a Microsoft Gold Cloud Partner, there are a number of security assessments that Microsoft requires before they will entrust a partner with their customer's data or promote them for the development of healthcare solutions. Macadamian has successfully completed those assessments and is actively being promoted by Microsoft to address the current COVID-19 challenges.

The data collected by HealthQ is securely stored in a Microsoft data centre in Toronto. As per Macadamian's data policy, the data stored on behalf of Perley Rideau is the property of Perley Rideau, and Macadamian only provides the HealthQ service, which collects, processes, and stores the data on behalf of the client. Under no circumstances does Macadamian ever use, disclose, sell, or share the data with any third party.

If you have any questions about the app, please contact Katrin Spencer (x2225, kspencer@prvhc.com), or Melissa Norman (x2448, mnorman@prvhc.com).

Stay Healthy... Your Best Defense...



Physical
Distancing



Wash
Hands



Wear
a Mask



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

1750 Russell Road, Ottawa, ON K1G 5Z6

**Only visitors entering the Perley Rideau are
required to be tested in the Swab Clinic.**

Swab Clinic

The Ministry of Health has issued a Directive on COVID-19 requiring Panbio antigen testing from Abbott for all staff/volunteers/students/Essential Caregivers, contracted services personnel and General Visitors entering the Perley Rideau. For information on rapid testing requirements, please see page 6.

The Clinic is located in the Day Program offices, on the first floor of the Health Centre.

Clinic Hours:

Open seven days a week | From 0600 (6 am) to 1930 (7:30 pm)

Steps:

1. Complete screening at the Main Entrance.
2. Head directly to the screening clinic.
 - a) Staff are available to answer all questions
 - b) Please maintain all standard safety protocols at all times, even when waiting to enter the clinic.
3. Check in at the registrations desk
 - a) Note that you may experience delays due to the volume of testing required.
4. Choose your rapid testing swabbing technique (*Depending on Availability*)
 - a) Nasopharyngeal
 - b) Triple site
5. Essential Caregivers and General Visitors must remain in the waiting room until their result is provided (15 mins)
6. If your test is returned as positive for COVID-19, please consult with staff on the next steps.
7. If the test is returned as negative for COVID-19, proceed and enjoy your visit.
 - a) Don't forget to continue to follow all safety protocols to keep our community safe.

New Testing Requirements

Individuals who have previously been diagnosed with and cleared of COVID-19 infection should resume asymptomatic surveillance testing after 90 days from their COVID-19 infection (based on the date of their positive result).

If you have passed 90 days from the date you tested positive, you are now required to participate in surveillance testing (rapid testing in the Swab Clinic) up to three times per week.

For Caregivers visiting once a week, one test is required and for two visits per week, two tests are mandatory.

For questions and concerns, please speak with staff in the Swab Clinic.

For more information, here's the link to the Abbott webpage on the PANBIO™ COVID-19 Ag test:
<https://www.globalpointofcare.abbott/en/product-details/panbio-covid-19-ag-antigen-test.html>

**SWAB
CLINIC**
Welcome!



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

1750 Russell Road, Ottawa, ON K1G 5Z6

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



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

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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 – 613.526-7170, ext. 2980

- The Family Helpline voicemail is monitored daily.
- Please leave a message and expect a response within one business day..

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>

Managers of Resident Care

(for reference) - 613-526-7170 + ext

- **Gatineau Building and Ottawa Building, first floor:** Kerry Tubman, ext. **2110**
- **Rideau Building and Ottawa building, second floor:** Samantha Diceman, ext. **2113**

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**



Perley Rideau

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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

More Info

Parking

- Please park in the visitors' section by the Main Entrance.
- View our parking map <http://bit.ly/2Uef3tS>
- 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.
- There is no permitted access to the building to get change or purchase parking tickets.


Pets

- Pets are permitted for indoor and outdoor visits
- Pets are not permitted in the Swab Clinic
- Visitors must make their own arrangements for pet care (or leave pets at home) **when** tests are required

Communication with other family members/friends

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

The exceptional care that residents receive at Perley Rideau is thanks in part to the generosity of our community. For more information or to make a donation please visit **www.PerleyRideauFoundation.ca**

 Perley Rideau The Perley and Rideau Veterans' Health Centre www.perleyrideau.ca 1750 Russell Road, Ottawa, Ontario K1G 5Z6 Tel: (613) 526-7171 Fax: (613) 526-7172	POLICY & PROCEDURE
CATEGORY: RESIDENT/CLIENT CARE	ISSUE DATE: September 9, 2020
AUTHORIZED BY: DIRECTOR, CLINICAL PRACTICE	REVISION DATE: June 22, 2021
SUBJECT: Indoor and Outdoor Visits with Residents	

PURPOSE

To ensure the safety of residents, staff and visitors/caregivers during indoor and outdoor visits with residents, while following Ministry of Long-Term Care directives.

DEFINITIONS

- **Essential Visitors:** Includes a person performing essential services (e.g., food delivery, inspector, maintenance, or health care services), or a person visiting a very ill or palliative resident. Essential visitors can also include support workers and caregivers.
- **Support Worker:** A type of essential visitor who is visiting to perform essential support services for the home or for a resident at the home.
- **Caregiver:** A type of essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). Examples of caregivers include family members, a privately hired caregiver, paid companions, and translators.
- **General Visitor:** A person who is not an essential visitor and is visiting:
 - a) To provide non-essential services, who may or may not be hired by the home or the resident and/or their substitute decision maker; and/or
 - b) For social reasons (e.g., family members or friends) that the resident or their substitute decision-maker assess as different from direct care, including care related to cognitive stimulation, meaningful connection and relational continuity

POLICY- INDOOR VISITS

1. Visitors/caregivers will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass any aspect of the screening, the visit will not be permitted to occur.



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

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POLICY & PROCEDURE

CATEGORY: RESIDENT/CLIENT CARE


ISSUE DATE: September 9, 2020

**AUTHORIZED BY:
DIRECTOR, CLINICAL PRACTICE**

REVISION DATE: June 22, 2021

SUBJECT: Indoor and Outdoor Visits with Residents

2. The home will provide visitors/caregivers with a surgical/procedural mask and a face shield or protective eye wear. All individuals must wear a face shield or protective eye wear with the only exceptions as prescribed by the Ontario government. See Appendix A, for details.
3. Visitors/caregivers must properly wear the surgical/procedural mask at all times. Masks must cover the nose and mouth.
4. Physical distancing (2 metres) is encouraged during the visit for general visitors and for caregivers, except when providing direct care.
5. Visiting times for general visitors are available every day of the week. There are no limits on visit duration or number of visits per week. All required screening and surveillance protocols must be followed prior to entry.
6. Essential Caregivers are permitted to bring in items for a resident during a visit.
7. If going outside during the visit, the visitor/caregiver must sign out at the nursing communication station and at the main reception.
8. A maximum of 2 caregivers may be designated per resident at a time.
9. Training will be provided to caregivers that addresses how to safely provide direct care.
10. Caregivers are permitted to visit and/or accompany residents to the Cafeteria, the Pub and Deborah's Gift Boutique.
11. Caregiver visiting hours are restricted to the times that the on site rapid COVID-19 swabbing clinic is open.
12. When the home is in an outbreak, or the resident is self-isolating or symptomatic, or the home is located in an area of higher community spread of COVID-19, a maximum of 1 caregiver per resident may visit at a time.
 - The number of general visitors and essential caregivers will comply with ministry directives.
13. General visitors are not permitted to visit if the building is on outbreak, or if a resident is self-isolating or symptomatic, or if the home is located in an area that has been identified as having higher community spread of COVID-19.
14. If visitors are not complying with the Visitor policy, education will be provided, and visits may be restricted for a specified time period.

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CATEGORY: RESIDENT/CLIENT CARE	ISSUE DATE: September 9, 2020
AUTHORIZED BY: DIRECTOR, CLINICAL PRACTICE	REVISION DATE: June 22, 2021
SUBJECT: Indoor and Outdoor Visits with Residents	

PROCEDURES – INDOOR VISITS

Screening- Caregivers and General Visitors

1. Upon entry into the facility, a visitor/caregiver must perform hand hygiene and don a surgical/procedural mask.
2. The visitor/caregiver will use the screening app and will answer a series of screening questions mandated by the Ministry of Long Term Care
3. The visitor/caregiver must undergo a rapid COVID-19 swab test at the on site clinic, and must wait in the waiting room for a negative result to be received before leaving the clinic.
4. Copies of the Visitor Guide Handbook and the Policy and Procedure for Indoor and Outdoor Visits with Residents will be made available at the Main Entrance and on the website at www.PerleyRideau.ca

Screening- Support Workers

1. Upon entry into the facility, a support worker must perform hand hygiene and don a surgical/procedural mask.
2. The support worker will use the screening app and will answer a series of screening questions mandated by the Ministry of Long Term Care
3. The support worker must undergo a rapid COVID-19 swab test at the on site clinic. If the support worker does not have a service contract with Perley Rideau, the support worker must wait in the waiting room for a negative result to be received before leaving the clinic. If the support worker does have a service contract with Perley Rideau, the support worker can leave the clinic after undergoing swab testing.

Designating Essential Caregivers

1. Notification for the designation of up to 2 caregivers must be submitted in writing to the admissions department within Support Services.
2. Residents/families will ensure that the caregivers have reviewed the following videos from Public Health Ontario: “Putting on Full Personal Protective Equipment”, “Taking off Full Personal Protective Equipment”, “How to Hand Wash” and that caregivers have read the Public Health Ontario handout “Putting on Personal Protective Equipment (PPE)”.



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POLICY & PROCEDURE

CATEGORY: RESIDENT/CLIENT CARE

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REVISION DATE: June 22, 2021

SUBJECT: Indoor and Outdoor Visits with Residents

3. If the caregiver is an external Private Service Provider (PSP), the Private Service Provider policy must be reviewed and Appendix C of the policy ("Agreement between the Resident/SDM and The Perley and Rideau Veterans' Health Centre Re: Private Service Providers") must be filled out and given to the nursing team who will file the form in the resident's chart and update the care plan.
4. The caregiver designation will be documented in PointClickCare, and Support Services will create a photo identification badge for the caregiver that includes the resident unit and room number.
5. When the home is in an outbreak, or the resident is self-isolating or symptomatic, a maximum of 1 caregiver per resident may visit at a time. The home will provide the essential caregiver with the appropriate PPE for the visit.
 - a. The number of general visitors and essential caregivers will comply with ministry directives.
6. Retraining on PPE usage will be required when the building goes on outbreak, or the resident that is being supported is self-isolating or symptomatic. Retraining would involve reviewing the Public Health Ontario training videos and handouts.
7. A resident and/or their substitute decision-maker may change the caregiver designation in response to a change in the resident's care needs that is reflected in the plan of care, or the availability of a designated caregiver (either temporary or permanent).
8. Families can call the Family Helpline (613.526-7170, ext. 2980) if there are any questions about the designation of essential caregivers.

Non-Compliance with Visit Rules

1. If any staff observe visitors not complying with visit rules, the family member will be approached for education.
2. The appropriate manager of resident care will be notified of each incident of any visitors not complying with visitor guidelines and will document and monitor non-compliance incidents in a tracking log
3. Managers will follow up with visitors who have multiple incidents of non-compliance, and based on manager discretion, a visit restriction letter may be given to the visitor. This letter will provide education on how visit rules keep residents safe, and notifies the visitor that they will be banned from visiting for a specified amount of time as determined by the manager. As a condition to returning to visit, the visitor will be required to complete specified training or education.


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POLICY- OUTDOOR VISITS

1. Outdoor visits for residents who require assistance must be booked online prior to visiting in order to ensure resident can be brought to the visiting location. Residents who do not require assistance can meet their visitors outside.
2. One 30 minute outdoor visit is permitted per resident each week to ensure equal access.
3. Up to 4 visitors may attend a visit.
4. A COVID-19 test is not required.
5. A mask must be worn for the visit (non-medical masks are permitted). Masks must cover the nose and mouth at all times. Residents are not required to wear masks.
6. Physical distancing (2 metres) is recommended during outdoor visits.
7. Visitors/caregivers will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass any aspect of the screening, the visit will not be permitted to occur.

PROCEDURES – OUTDOOR VISITS

1. Outdoor visits for residents who require assistance will occur in the Lupton Hall Courtyard. Residents from the Specialized Behavioural Support Unit (SBSU) will have visits in the Guest House courtyard. Physically distanced visiting stations will be available in both visit locations.
2. The 30-minute visits in the Lupton Hall Courtyard (including 5 minutes cleaning time at the end) will be scheduled seven days/week in three blocks of time.
 - a. Visit times for the Specialized Behavioural Support Unit (SBSU) will be variable and booked with the Recreation staff in SBSU.
3. If there are extreme weather warnings or a temperature above 26°C with a humidex of 30, outdoor visits will be cancelled, as per Ministry of Long-Term Care guidelines. Visitors will be advised of the cancellations the day before the visit via an email from the online booking portal. Window visits will not be offered in place of an outdoor visit, except for special occasions as they can be supported by staff.
4. For cancellations or rescheduling, visitors will be asked to cancel or schedule through the link given at the bottom of the confirmation email sent from the online booking portal. Cancellations must be made by 1:00PM one business day before the scheduled visit. For same day cancellations, the unit RPN must be contacted.
5. The afternoon before the visit, confirmed outdoor visits will be posted in the unit calendars.

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6. Visitors will be actively screened at the entrance. Screening will consist of a series of questions mandated by the Ministry of Long-Term Care. If a visitor does not pass screening, the visit will not be permitted to occur.
7. The screener will also ensure that the visitor performs hand hygiene and has a mask. If the visitor did not bring a mask, a surgical/procedural mask will be provided.
8. Perley Rideau screening consists of a screening app and testing, as mandated by the Ministry of Long-Term Care. All individuals must pass required screening/testing to attend an outdoor or indoor visit.
9. A staff member or volunteer will arrange to porter the resident to and from the outdoor visit station.
10. After each visit, a member of the visit support team will clean and disinfect chairs, tables and any other equipment used during the visit.
11. The visit will be documented in PointClickCare.
12. Visitors will be required to perform hand hygiene using hand sanitizer upon exit.
13. If visitors are not complying with the Visitor policy, education will be provided, and visits may be restricted for a specified time period. For specific procedures, please refer to the sub-section "Non-Compliance with Visit Rules" in the Procedures for Indoor Visits section.

REFERENCES

COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007
Issued under Section 77.7 of the Health Protection and Promotion Act (HPPA), R.S.O. 1990, c. H.7

- https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf

COVID-19 guidance document for long-term care homes in Ontario

- <https://www.ontario.ca/page/covid-19-guidance-document-long-term-care-homes-ontario>



APPENDIX A (June 24, 2021)

Visitors

Requirements	Fully Immunized Resident	Partial/Unimmunized Resident	Resident in Isolation
Fully Immunized Essential Caregiver <ul style="list-style-type: none"> Mask protection required at all times Surveillance testing is mandatory 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is not required when visiting a resident Can support in dining area and join activity on unit (if space is available) 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection required indoors Cannot support in dining area or join in any activities 	May support in the resident's room with proper PPE
Partial/Unimmunized Essential Caregiver <ul style="list-style-type: none"> Mask protection required at all times. Surveillance testing is mandatory 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	May support in the resident's room with proper PPE
Fully Immunized General Visitor <ul style="list-style-type: none"> Mask protection required at all times. If visiting indoors, surveillance testing is mandatory 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is not required when visiting a resident Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Not Permitted
Partial/Unimmunized General Visitor <ul style="list-style-type: none"> Mask protection required at all times. If visiting indoors, surveillance testing is mandatory 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Indoors: 1 individual per visit for residents unable to visit outdoors Outdoors: 2 individuals per visit <ul style="list-style-type: none"> Eye protection is required when visiting a resident indoors Cannot support in dining area or join in any activities 	Not Permitted
Visits with resident at end of life <ul style="list-style-type: none"> Masks and eye protection required. 	2 visitors permitted <ul style="list-style-type: none"> Visitors do not have to be Essential Caregivers. Rapid test not required. Visitors only in the resident's room 	2 visitors permitted <ul style="list-style-type: none"> Visitors do not have to be Essential Caregivers. Rapid test not required. Visitors only in the resident's room 	Permitted

*Where a resident has mobility limitations or health conditions (i.e., factors unrelated to weather) that make participating in an outdoor visit highly unlikely or impossible:

- A maximum of 1 General Visitor per resident may visit indoors at a time. A maximum of 1 Essential caregiver may also be present during the visit.
- The Perley Rideau team will address this on a case-by-case basis. Please contact the staff on the unit for more information.

**APPENDIX A (June 24, 2021)****Absences**

Requirements See: Directive 3: https://bit.ly/3x5BotB	Fully Immunized Resident	Partial/Unimmunized Resident	Resident in Isolation
Compassionate Palliative	Permitted	Permitted	Permitted
Medical Appointments	Permitted	Permitted	Permitted
Short Term Essential	Permitted	Permitted	Not Permitted
Short Term Social (<24hrs)	Permitted	Not Permitted	Not Permitted
Temporary (2+days / overnight)	Permitted with approval	Not Permitted	Not Permitted

Inside Perley Rideau Social Gathering

Requirements	Immunization Threshold Met	Below Immunization Threshold	Outbreak
Dining Room	Physical distancing can be relaxed between resident cohorts on the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Physical distancing must be maintained
Activities	Physical distancing can be relaxed within cohorts on the unit Physical distancing must be maintained between cohorts off the unit	PROTOCOLS DO NOT APPLY AS THE PERLEY RIDEAU COMMUNITY HAS EXCEEDED THE VACCINATION RATE THRESHOLDS.	Individual activities on the outbreak unit

For those resident absences requiring approval, please contact the unit nurse. For a list of unit phone numbers please see page 20.

For general questions and concerns, please contact: info@prvhc.com
or the Family Helpline at 613.526-7170, ext. 2980