



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

1750 Russell Road, Ottawa, ON K1G 5Z6

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.



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



Wear a mask. For outdoor visits, individuals are permitted to provide their own mask or to access a procedural mask from the Perley Rideau for a fee of \$1.

Indoor visitors will be provided a surgical mask by the Perley Rideau.

At all times, visitors must wear a mask, covering nose and mouth.



Stay in designated areas. To beat COVID-19, outdoor visitors must remain a minimum of 2 metres/6 feet from the resident and indoor visits are limited to one resident's room.



At all times, please maintain physical distance. For everyone's safety, avoid physical contact during your visit and maintain two metres/six feet apart at all times.



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.



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Details for Visitors

Updated July 21st

Outdoor Visits

- **Weekday Visiting Hours:** 9:00 AM – 3:15 PM
- **Weekend Visiting Hours:** 9:00 AM – 6:15 PM
- Visits are 30-minutes in duration. There is a limit of one outdoor visit per resident, per week.
- There is a maximum of two individuals visiting with one resident at a time

Effective July 23, visits must be booked online EACH WEEK (it is not a standing appointment).

To book your outdoor visit, click this link: <https://bit.ly/30BBri8>

- If assistance is required for online booking, contact volunteer services at 613-526-7170, ext. 2127
- Due to staffing support we are only offering limited spots for outdoor visits

Please note that all regularly scheduled weekly outdoor visits that have been previously booked are no longer in effect after July 22nd, and will need to be booked online.

- For most residents, these visits will be conducted in the courtyard located outside the Main Entrance atrium and Lupton Hall.
- The courtyard is accessed through a gate in the wooden fence that connects the Main Entrance and the Rideau Building.
 - Watch for the signs directing visitors to the gate.
- At this gate, visitor screening will be conducted.
- In the courtyard, fences are installed to direct walking traffic.
- In the courtyard, two visiting stations are created so that residents and visitors can maintain safe physical distancing.
- The resident and visitor will sit at a 6 ft. table under a canopy for shade.
- It is up to each resident's family and friends to determine the one or two individuals to visit.
- The individual(s) must successfully pass all screening requirements.
- COVID-19 tests are not required to attend an outdoor visit.
- Visitors failing to comply with visitation rules may be restricted from visiting.
- For residents from the Specialized Behavioural Support Unit (SBSU), outdoor visits will occur in a courtyard adjacent to the Gatineau Building.
 - Outdoor visits with residents from the Specialized Behavioural Support Unit (SBSU) can be booked through KerryAnne Muir at 613-526-7170 x7736.



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Screening for Outdoor Visits

- Upon arrival, visitors must complete and pass the onsite screening process at the gate.
- Onsite screeners will be able to assist with questions.
- Screening will be a series of questions and a temperature check.

A visitor that cannot pass this screening will not be permitted to enter.

- Visitors are asked to arrive five minutes in advance of a visit, to allow time for screening.

Masks

- Visitors must wear a mask during the visit.
- Visitors are asked to provide their own mask.
- The mask must cover nose and mouth.
- Cloth masks are acceptable for this purpose.

The Visit

- Visitors will be asked to respect the 2 metres/6 feet distancing recommendation from the Ministry of Long-Term Care and Ottawa Public Health.
- Visitors are asked to refrain from passing anything to a resident during an outdoor visit.
- A visit will have to be postponed if a resident is symptomatic or in isolation. If this occurs, the unit RPN will call the visitor to inform of the cancellation.
- An outbreak in a building may force the cancellation of visits.
- Visits are weather dependent and may be cancelled.

Weather

- Please note that we must follow the Ministry's guidance on preparing for hot weather during the COVID-19 pandemic. Here's the link to the document: <https://bit.ly/38h2G4V>
- According to the guidelines, the acceptable upper temperature limit is 26°C with a humidex of 30.
- The Perley Rideau team is closely monitoring the current weather and the forecast to determine whether visits can proceed.
- Our team is following The Weather Network website for the Ottawa forecast and humidity readings: <https://bit.ly/3ihjFsF>
- Each day at 1 pm, Perley Rideau staff review the forecast for the next day and determine whether visits can proceed as scheduled.

Cancel an Online Booking

- If a scheduled visitor must cancel a visit, please use the link for cancelling or rescheduling at the bottom of the confirmation email. Cancellations must be made 24 hours prior to the visit. Contact the volunteer team at 613-526-7170 x 2127 if support is required with cancelling or rescheduling.



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- 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 6 for the list of RPN phone extensions)
- If a visit is cancelled due to weather, a cancellation email will be sent from the online booking portal. Please check your email before coming for a visit.

Indoor Visits

- A maximum of two visitors at one time may visit a resident during visiting hours:
 - 9:00 AM – 11:00 AM
 - 2:00 PM – 4:00 PM
 - 6:00 PM – 8:00 PM
- Visits do not need to be booked.
 - There are no limits on the duration of visits but visits are restricted to visitation hours.
- There is no limit to the number of weekly visits.

Visitation Requirements

- Visitors will be asked the date of their last COVID-19 test and to attest to having a negative COVID test within the previous 2 weeks.
- A surgical/procedural mask will be provided by Perley Rideau to each visitor and must be worn covering nose and mouth at all times when inside the home.
- Non-medical masks are not permitted.
- Visitors must only visit within the resident's room.
- Public washrooms on the unit are open to the public.
- Visitors must practice physical distancing 2 metres/6 feet during the visit.
- Visitors are not permitted in the cafeteria, Lupton Hall, games room and other rooms.
- Pets are not permitted.
- Visitors are not permitted to visit with other residents.
- Children must have a COVID test if they are accompanying an adult as a visitor.
- Items may not be brought in during a visit to pass on to a resident.
- Visitors failing to comply with visitation rules may be restricted from visiting.

Indoor Visit Process

1. Visitors will be screened at the main entrance by onsite screeners (See page 9 for the list of screening questions)
2. Visitors must sign in to the visiting log



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3. Visitors are restricted to the resident's room for the visit for the duration of visiting hours.
4. At the end of the visit, visitors must directly exit through the main entrance.

Parking

- Please park in the visitors' section by the Main Entrance.
- View our parking map: http://www.perleyrideau.ca/upload/documents/map_facility_parking_2020.pdf
- The 30-minute grace period continues.
- Family parking passes will be valid, as usual.
- 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.

Communication with other family members/friends

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

Staying in Contact

The Perley Rideau COVID-19 webpage will be frequently updated, media releases will be issued and families can listen for the automated phone messages with important messages.

For families that register, the Perley Rideau will email with frequent news and updates on the pandemic.

1. For questions about outdoor visits, support with the online booking system or other questions, please contact Volunteer Services at 613-526-7170, ext. 2127.
2. Phone calls, Skype and Facetime with families (coordinated through the Therapeutic Recreation and Creative Arts Programming team)
 - Email: Skypeteam@prvhc.com.
3. The Family Helpline is staffed Monday through Friday from 8 am to 4 pm.
 - Call: 613-520-2980
 - If the support person is not available to answer your call, please leave a message and expect a response within one business day.
4. 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.
5. Family and Friends Council – Sent 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 prvhc@gmail.com
 - Subscribe: familycouncil.prvhc@gmail.com



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6. Perley and Rideau Veterans' Health Centre—Sent from the Perley Rideau's Communications office. General info for families, including events, news and resident highlights.

- Emails from: Perley Rideau jinnes@prvhc.com
- Subscribe: info@prvhc.com

Important Contacts

Managers of Resident Care

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

- **Gatineau Building:** Kerry Tubman, ext. **2110**
- **Rideau Building:** Samantha Diceman, ext. **2113**
- **Ottawa Building:** Shevon Thompson, ext. **2405**

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**

Notes



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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



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Screening Questions for All Staff and Essential Visitors



Visitors must read the questions each time they visit as screening questions are subject to change frequently

1. Do you have any of the following symptoms for which there is no known cause?

If yes, is there a known reason? (e.g. lack of sleep, stress, allergies, dehydration, existing medical condition)

Fever (a temperature of 37.8 degree Celsius or higher)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Conjunctivitis (pink eye)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shortness of breath/difficulty breathing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
New or worsening cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Nausea/vomiting, diarrhea, abdominal pain	<input type="checkbox"/> Yes	<input type="checkbox"/> No
New diagnosis of pneumonia	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sore throat	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Runny nose or nasal congestion	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Difficulty swallowing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
New smell or taste disorder(s)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chills	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Different or worsening headaches	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Unexplained fatigue/malaise/myalgia (sore muscles)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. Have you travelled outside of Canada or had close contact* with anyone that has travelled outside of Canada in the last 14 days?

☐ Yes ☐ No

3. Have you had close contact* with anyone with respiratory illness or a confirmed or suspected case of COVID-19 WITHOUT wearing the required PPE?

☐ Yes ☐ No

If **NO** to all questions, the individual has **PASSED** the screening process and may enter the facility.

If **YES** to any questions (after probing for more detail), individual has **FAILED** the screening process and may not enter the facility.

*Close contact means:

- Lack of appropriate PPE use
- Less than 2 meters distance
- Greater than 5 minutes



The Perley and Rideau Veterans' Health Centre Welcomes Indoor and Outdoor Visitors

July 21, 2020 – Ottawa, Ontario

We are open for outdoor, indoor and virtual visits!

Following the guidance for the resumption of visits published recently by the Ministry of Long-Term Care and the updated document, the Perley Rideau will be providing indoor visits while continuing to offer outdoor visits and virtual visits.

During the pandemic, more than 3,000 virtual visits have been supported (see page 5 of the recent Perley Rideau newsletter: http://www.perleyrideau.ca/upload/documents/july_16_2020_perley_rideau_newsletter.pdf).

Outdoor visits have been provided since June and now we are preparing to welcome indoor visits starting on July 22, 2020.

There are two essential documents that guide us as we proceed with this new phase:

- The latest Ministry document on indoor and outdoor visits: http://health.gov.on.ca/en/pro/programs/ltc/docs/covid-19/mltc_resuming_ltc_home_visits_20200715.pdf
- The June 10, 2020, Directive #3 from the Chief Medical Officer of Health (CMOH): http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf

The safety of the members of our community is our paramount concern. The Perley Rideau team is committed to keeping this virus out. Respecting our human resource capabilities – staff and volunteers – and strictly following infection prevention and control practices, we will provide the full range of options for visits including outdoor visits, indoor visits and virtual visits.

At this time, we must suspend window visits so that staff can support indoor visits.

Please note that if an outbreak is declared, some – or all – visits may have to be suspended.

We are working to provide our community information on the following:

1. Outdoor visit details
2. Indoor visit details
3. Virtual visit details
4. Useful contact information
5. Information on how we will manage non-adherence with visitor policies

The Perley Rideau team will continue to provide up-to-date information on visitation and other topics related to the pandemic through the following channels:

- Phone greeting;
- Automated phone message to the individual contact for each resident;
- Email to families;
- Perley Rideau website and the dedicated webpages:
 - [COVID-19 Update](#)
 - [Resumption of Visits Page](#)
 - [Media Releases Archive](#)

Thank you to our community for your unwavering support during this pandemic, we are thrilled to see your return.

The Command Centre teams continues to frequently meet to address COVID-19 and plan and prepare as we work to protect our community.

**Questions may be directed to Jay Innes, Director of Communications,
via Telephone: (613) 526-7170, ext.2207 or Email: info@prvhc.com**

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*Together, we improve
the well-being of the people we serve.*