



## 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](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](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](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](mailto:info@prvhc.com)**

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