



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

1750 Russell Road, Ottawa, ON K1G 5Z6

# Outdoor Visits at Perley Rideau

**For the safety of residents and staff**, only outdoor visits are allowed at this time in the designated outdoor visiting area. Before you can visit, you must have had a negative COVID-19 test within the last two weeks and answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, we will be forced to discontinue future visits:



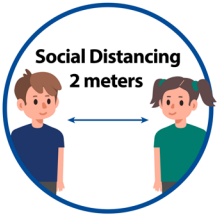
**Clean your hands.** When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



**Wear a mask.** You should bring your own cloth mask or face covering for outdoor visits. We will provide you with a mask, at a cost of \$1 (cash only), if you don't have one and show you how to put it on, if needed. You must continue to wear your mask, covering your nose and mouth, at all times during the visit.



**Stay in designated areas.** To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that washrooms will not be available to guests during these visits.



**Maintain physical distance.** We know, this one's hard. But for everyone's safety, avoid physical contact during your visit and do your best to stay two metres (six feet) apart at all times. *Please don't share or pass anything to your loved one during your outdoor visit.*



**Clean your hands (again).** Before you leave, clean your hands thoroughly using an hand sanitizer. If you're wearing a home-provided surgical mask please dispose of it in the receptacle provided.



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## 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>

### Setup a remote communication with a loved one:

[Skypeteam@prvhc.com](mailto:Skypeteam@prvhc.com)

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

We thank you for your cooperation in scheduling one visit per week, to ensure all residents have a chance to receive visitors.

Your visits mean the world to our residents.  
Thank you for helping make everyone's visit successful and safe.

For more information please contact the

**Family Helpline - 613.520.2980**

or visit

[www.PerleyRideau.ca/visiting-during-a-pandemic](http://www.PerleyRideau.ca/visiting-during-a-pandemic)



# 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





# Frequently Asked Questions

## What about the weather?

- We will provide a shaded area for visits.
- We will do our best not to cancel any scheduled visits, however, there may be times when it is necessary to cancel to keep everyone safe.
- If there are extreme weather warnings or a forecasted upper temperature limit of 26°C with a humidex of 30 degrees Celsius, outdoor visits will be cancelled or converted into a window visit.
  - Window visits involve the resident sitting inside in Lupton Hall at one of the window panelled doors and provided a phone.
  - The visitor stands in the courtyard and is able to speak with the resident using a cell phone.
  - The visitor must provide their own cell phone.
- Each day at 1 pm, Perley Rideau staff will review the forecast for the next day and determine whether visits can proceed as scheduled.
- Our team will be following The Weather Network website for the Ottawa forecast and humid readings:  
<https://bit.ly/3ihjFsF>
- View the Ministry guidance "Preparing for Hot Weather During the COVID-19 Pandemic":  
<https://bit.ly/38h2G4V>
- If a visit is cancelled due to weather, a member of the volunteer call team will notify the family member identified as the designated visitor to reschedule the visit.
- If the designated visitor cannot be reached and a message cannot be left for the person, the resident's Power of Attorney will be contacted and provided the information and asked to relay the news of the cancellation.
- If a scheduled visitor must cancel a visit or has questions/concerns, please contact the Family Helpline at 613-520-2980 at least 24 hours before the scheduled visit.

## What if I need to cancel the visit?

- Please call the Family Helpline at least 24 hours before your scheduled visit – **613-520-2980**.
- If calling to cancel a visit on the same day, or a visit occurring over the weekend, please contact the unit RPN.
- The Family Helpline is staffed Monday through Friday from 8 am to 4 pm.
- If our support person is not available to answer your call, please leave a message and expect a response within one business day.



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## Parking

- Please park in the visitors' section by the Main Entrance.
- View our parking map <http://bit.ly/2Uef3tS>
- The 30-minute grace period continues.
- Starting July 1, regular parking fees will apply.
- 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.
- There is no permitted access to the building to get change or purchase parking tickets.

## Washrooms

- Unfortunately, we are prohibited (by the Ministry of Long-Term Care) from allowing visitors into the building for any reason during a visit, *including to use the washrooms*.

## 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.
- At this time, we can only accommodate one outdoor visit per week.
- It can be a different visitor each week, so long as the individual passes screening.

## What alternatives are available for visiting?

- Contact your loved one's Recreation Therapist to schedule virtual visits (Skype calls).
- Email the [Skypeteam@prvhc.com](mailto:Skypeteam@prvhc.com) and staff will help coordinate communications with your loved one.
- Essential visitors – those who have a resident who is very ill and dying -- are still permitted to visit indoors, as has been the case throughout this pandemic. Staff engage these essential visitors directly and make all necessary arrangements to support a safe visit.



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# 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