

May 25, 2020

AR 172829

Re: Continuation of COVID-19 restrictions in licensed supportive living and long-term care

To all residents of continuing care facilities,

I appreciate the opportunity to extend my deep appreciation for the efforts you are taking, daily, to protect yourselves and others in the midst of the COVID-19 pandemic.

It is important to continue to practice good hand hygiene and physical distancing, and observe site rules for indoor and outdoor activities. Your health remains a top priority and it is necessary for restrictions to remain in place. At this time, I am unable to say for how long.

I recognize that this is a challenging time for you. Please understand that the restrictions in place are the best known measures to help minimize the risk of COVID-19 to you, your neighbours, and the staff.

As the broader community starts to open up, I am supporting an increase in activities that can happen at your site. I encourage you still to stay on-site except in the case of necessity (e.g. medical appointments, groceries, pharmacy, to spend time outdoors, employment, etc.). Even when you leave for those necessities, or if you choose to leave for reasons other than necessity, please:

- Maintain physical distancing
- Wear a mask at all times and ask anyone you may be with to also wear a mask
- Ensure safe transportation (talk to your site contact to learn more)
- Maintain good hand hygiene

I know that you have had to change how you interact and connect with your friends and family. I know this is very difficult, but I ask you to please continue to make those connections through phone and other technologies as you are able.

If the ongoing restrictions are causing you distress, please reach out to your site contact. Staff and operators are committed to your wellbeing and are best equipped to offer immediate support. They can also explore options that may be available to you within the existing restrictions.

Thank you for continuing to prioritize public health advice to protect your safety, and the safety of those around you. Restrictions have to remain in place for now. Any easing in the future will be done with caution given the potential risks that remain.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Deena Hinshaw", with a stylized flourish extending to the right.

Deena Hinshaw, BSc, MD, MPH, CCFP, FRCP
Chief Medical Officer of Health

From Record of Decision Appendix A - CMOH Order 23-2020

May 25, 2020

Resident Outings

- Alberta has released the [Relaunch Strategy](#). A key pillar of the strategy is ‘strong protections for the most vulnerable Albertans’. Services that may be of interest to residents are beginning to open in the communities.
- This re-opening is going to proceed at a much slower and more cautious pace within these settings.
- It is **imperative** that residents remain vigilant in their actions to protect themselves and others around them from COVID-19. Residents remain at extremely high risk of severe outcomes if they contract COVID-19.
- **Residents who are not required to isolate are still encouraged (but not required) to stay on the facility’s property, except in the case of necessity¹ (e.g., medical appointments, groceries, pharmacy, spend time outdoors, employment, etc.) while observing physical distancing requirements.**
 - Residents are **not** required to isolate after return from the above necessary appointments and outings, unless they meet the criteria for isolation (e.g., fail the Health Screening). See [Testing and Isolation](#).
 - Residents returning must wash their hands or use hand sanitizer immediately upon return to the facility and are subject to Health Screening Assessments (See [Health Assessment Screening](#)).
 - Resident and site circumstance (e.g. site outbreak status, resident in isolation, etc.) and other protective measures ordered may mean that not all permitted resident outings can be supported. Operators should be transparent with residents and staff regarding circumstances where resident outings are not recommended due to resident or site circumstance.
- When a site is **under investigation** or in a **confirmed** COVID-19 outbreak, and for residents who are isolated, arrangements should be made, if possible, to support residents in obtaining necessities without them leaving the site. Operators must ensure the following (or communicate these expectations to the residents and/or staff, as required, and work to ensure compliance):
 - Residents who are isolated (even if asymptomatic) are required to make alternate arrangements for their necessities (e.g. groceries, medication refills, etc.) if they are not provided by the facility staff.
 - At the discretion of the operator, some items coming into the building may be required to be cleaned and disinfected by the person dropping off the items (or possibly quarantined for a time). All appropriate precautions must be taken when staff deliver to a resident’s room (e.g. items should be disinfected by the staff before touching it and bringing it to a resident’s room).

¹ Residents’ perception of necessity will vary. However, when an outing is solely for the purposes of maintaining physical or psychological health, safety/security, or wellbeing, it is considered a necessity.

- **It is recommended that residents not participate in unnecessary outings** however, they may choose to do so as activities open up in the community. **Should a resident choose to leave for reasons other than necessity, the operator must advise the resident of their responsibility to :**
 - **Maintain physical distancing;**
 - **Wear a mask at all times and ask anyone you may be with to also wear a mask;**
 - **Ensure safe transportation ([See Safe Transportation](#));**
 - **Maintain good hand hygiene; and**
 - **Inform the resident that they are subject to [Health Assessment Screening](#) upon re-entry.**

Safe Transportation

Any transportation must be done as safely as possible. Operators must communicate the following Safe Transportation expectations to residents and families as appropriate. **Residents, families and visitors are responsible for contributing both to their own safety and to the safety of the other residents and staff at the site to which the resident will return.**

- Transportation within **private vehicles** (e.g., if resident drives self or when a visitor or family member picks up a resident)
 - **The resident or visitor/family member will ensure that the vehicle has been cleaned and disinfected prior to the resident entering, with focus on high touch surfaces** (e.g. handles, steering wheel, window controls, armrests, seat belts, etc.)
 - **Driver and all passengers must be masked**
 - **The driver and resident/passengers will sit as far apart as possible, minimizing the number of passengers in the vehicle** (e.g. one driver with resident sitting as far away as possible)
- Public Transit (including city busses, LRT, handi-bus, etc.)
 - Follow guidelines set out by municipal transit operators to maintain safety
 - Maintain safe physical distancing
 - Wear a mask
 - Frequently use hand sanitizer and especially after having contact with high touch surfaces (e.g. armrests, doors and railings, handles, etc.)
 - Refer to [physical distancing tips for public transportation](#)
- Transportation within facility operated vehicles (shuttle buses, vans, etc.)
 - Ensure vehicle has been cleaned and disinfected prior to residents entering, with a focus on high touch surfaces (e.g. handles, steering wheel, window controls, armrests, seat belts, etc.)
 - The driver and passengers must be masked (residents, staff, driver)
 - Sit as far apart as possible, minimizing the number of passengers in the vehicle
 - Frequently use hand sanitizer and especially after having contact with high touch surfaces (e.g. armrests, vehicle doors and handles, etc.)

May 19, 2020

Dear “Designated Essential Visitor”,

Re: Outdoor Visits with Lodge Residents

The question of when to open our lodges to outdoor visits has been given serious consideration, and it is true that our organization has been slower than some others to proceed with outdoor visits. This is in response to our residents’ concerns that they were not yet ready to invite the community back into their homes. In fact, residents at Big Hill Lodge presented a petition asking that we delay opening the doors, and many families have urged us to stay the course with our present visit restrictions. We forwarded the petition to Dr. Hinshaw at Alberta Health and Minister Pon at Alberta Seniors and Housing. Dr. Hinshaw’s opinion is that we must balance safety and consideration for mental health. Two weeks have passed, and we are more comfortable opening now that the community has had time to begin reopening and people are more aware of the necessity of precautions, such as the use of masks.

Therefore, commencing Monday, May 25th we will open to in-person outdoor visits at both the Rocky View and Big Hill Lodges. These visits will take place under strict guidelines per Chief Medical Officer of Health Dr. Deena Hinshaw’s orders.

These are the restrictions for visiting, which must be adhered to:

1. Visits must be booked in advance with the Lodge and are limited to 3 adults, 18 years or older. The resident, you (the essential visitor), and one other adult.
2. Visits will only occur outdoors.
3. All participants, including the resident, must wear a mask and must adhere to appropriate physical distancing of 2-meters.
4. The completion of a Visitor Awareness and Acceptance form (attached) and temperature check is required.
5. No packages or materials are to be passed between visitors. Please leave all packages for residents at the front door to be disinfected by our staff

before they are given to the resident. Entry into our homes remains limited to only one essential visitor attending to a resident who is dying.

6. Residents who are currently in isolation are not permitted to participate in outdoor visits. We encourage you to continue to meet with them through one of our virtual visits.

To sign-up for an Outdoor In-Person OR Virtual Visit with your loved one, contact:

Rocky View Lodge at 403-946-5615 during these hours: Mon-Fri 8 am to 4 p.m.

Big Hill Lodge at 403-932-3355 during these hours: Mon-Fri 8 am to 4 p.m.

We continue to operate under our outbreak protocols, monitor the situation closely, and review daily direction from the Chief Medical Officer of Health to ensure we are doing everything possible to prevent a COVID-19 infection. To date, we have been successful. This is due in large part to your support. We thank you for respecting our boundaries and rules around visits and isolating residents.

The Foundation remains committed to keep our residents and staff healthy and safe. I am sure you can appreciate that this is taxing on our personnel and that outdoor visits will add another dimension to their workload. I thank you in advance for your patience and support as we begin offering outdoor visits.

With warm regards,

Carol Borschneck

C.A.O. Rocky View Foundation

Cc: All lodge residents

Resident Name: _____ Room #: _____

Visitor Acknowledgement

Rocky View Foundation is committed to the safety of our residents and staff and is taking every precaution to prevent the potential occurrence of COVID-19 in our residences. Rocky View Foundation has reviewed the recent order from the Chief Medical Officer of Health regarding visitor restrictions and will support and facilitate resident visitation in outdoor spaces.

Essential visitors must agree to:

- Assess their health prior to visit and not visit if experiencing any symptoms (fever, cough, shortness of breath, sore throat, runny nose, generally feeling unwell) or have been in close contact with anyone who has tested positive for COVID-19.
- Visit only during scheduled times.
- Visit only in designated outdoor spaces (exceptions will be made for residents who are dying).
- Maintain social distancing throughout the entire visit as advised by the Chief Medical Officer of Health.
- Wear a mask at all times during the visit.
- Complete hand hygiene before and after the visit.

I understand that I will be asked to leave if I do not comply with these expectations.

Date: _____

Name: _____ Signature: _____