

Updated, July 14, 2020

Please note that the following restrictions for outdoor visits are still in place.

On May 25, 2020, Dr. Deena Hinshaw, Chief Medical Officer of Health in Alberta, shared a letter regarding the continuation of COVID-19 restrictions in licensed supportive living and long-term care facilities. [Please read the attached letter and Appendix for more information here.](#)

In addition, we have sent a letter to all lodge residents regarding outdoor visits that includes this important message from our C.A.O., Carol Borschneck:

Guidance for 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

**Visitors will also be required to fill out a Visitor Acknowledgement form ([click here to view](#)) prior to visit the resident.**

Thank you for your continued support. If you have any questions, please call:

-Rocky View Foundation