Royal Terrace Indoor Visiting Guidelines

During the COVID-19 pandemic, the health and safety of our residents, families, staff, and visitors remains our top priority. The presence of family and friends is an important source of mental and emotional strength for our residents and we recognize that nothing replaces an in-person visit. The following guidance supports safe, indoor visits.

**What you need to know:**

* Indoor visits are available only when Royal Terrace is not in outbreak or there is no influx of COVID-19 cases in our region.
* Visits will be pre-scheduled: go to [https://royalterraceltc.youcanbook.me](%20https%3A/royalterraceltc.youcanbook.me) to book a timeslot
* We will do our best to accommodate requests, however we also need to ensure every family has an opportunity to visit
* Frequency of visits will be based on equitable access
* TWO family members at a time/visit. POA/SDM will determine who visits.
* Visitors must be 18 years or older to ensure precautions and procedures are followed
* All visitors will be actively screened (including temperature checks) and MUST provide record that they have had a NEGATIVE COVID-19 test completed within the past 14 days. Please see <https://covid-19.ontario.ca/covid-19-assessment-centres> to find an assessment centre near you.
* Masks MUST be worn for the whole duration of the visit- Face coverings are not permitted; you must wear a surgical or procedure mask. If you do not have a mask Royal Terrace will provide you one.
* No animals except for service dogs
* Please be considerate of time constraints, and keep your visit to 30 mins.

**During the visit:**

* Please wear your mask at all times- information will be posted for your review on how to wear your mask appropriately.
* Any non-adherence to the use of masks will be cause for the discontinuation of your visit.
* Follow hand hygiene procedures upon arriving for your visit and upon leaving.
* Only visit the resident you have scheduled a visit for- in their own room.
* We ask that you do not visit in any area other than your resident’s room.
* Please remember to be courteous to the staff arranging your visit, failure to do so will result in the discontinuation of your visit.

