Royal Terrace Outdoor 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, socially distanced enhanced outdoor visits.

**What you need to know:**

* Outdoor visits are available only when Royal Terrace is not in outbreak
* Visits will be pre-scheduled: go to https://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 are followed
* All visitors will be actively screened (including temperature checks) and no longer need to provide record that they have had a NEGATIVE COVID-19 test completed within the past 14 days.
* Masks MUST be worn for the whole duration of the visit- you are expected to provide your own mask or face covering
* No animals except for service dogs
* Visits are currently accommodated in a designated area at the front entrance only when weather permits
* Please be considerate of time constraints, and keep your visit to 30 mins.

**During the visit:**

* Please wear your mask at all times
* Follow hand hygiene procedures – complete when entering/leaving the designated visiting location
* Staff will be available to escort your loved one to the designated visiting location
* Do not pass along items such as food or letters, to your loved one
* Always keep minimum distance of six feet from others, including your loved one
* Please remember to be courteous to the staff arranging your visit, failure to do so will result in the discontinuation of your visit.

