



June 19, 2020

Dear Family, Friends and Employees,

**Re: VISTING TO BRANTWOOD HOMES**

Since March 16, 2020 and throughout this pandemic, Brantwood has made the health and safety of the people we support, as well as our employees our number one priority. We deeply appreciate the support we have received from all of you during this time.

The implications of COVID-19 on all our lives has been significant. Brantwood continues to follow the Ministry of Health, Public Health guidelines and direction from the Ministry of Children, Community and Social Services. It is understood that protocols and responses will change based on their recommendations.

We are pleased to announce that effective June 18, 2020, we will be able to allow family visits again. The visits must comply with all guidelines and recommendations from the Ontario government which continue to have restrictions in place. As the COVID-19 pandemic evolves, the directions regarding visits will be adjusted as necessary, keeping the health and safety and emotional well-being of the people we support and employees as the priority.

All visits must adhere to the following:

- Must pass active screening every time you are visiting and attest you are not experiencing any of the typical and atypical symptoms of COVID-19. You will not be able to visit if you do not pass the screening.
- Have a negative COVID-19 test result within the previous two weeks (14 days) and subsequently not tested positive. Brantwood is not responsible for providing the testing.
- All visits must be scheduled at least 48 hours in advance and have a defined start and end time.
- There is a maximum of two visitors permitted at one time.
- Visitors must provide and wear their own mask.
- Visitors must maintain a minimum of 2 metres (6 feet) physical distance from the resident for the full duration of the visit.



- Visitors must adhere to protocols for hand hygiene and respiratory etiquette.
- Visitors will not be able to enter the home. Please plan for your washroom needs before your arrival.
- No gifts, food or drink can be brought to the home. If you plan to give a gift, it must be in its original packaging and delivered to Brantwood's Abilities Centre for cleaning, disinfection.
- When you arrive at the location for your scheduled visit, call the home from your car to be screened for COVID-19.
- If you pass screening you will remain in your car and your temperature will be taken. If no fever is present, sanitize hands and put on your mask. Once you put on your mask you will then be directed to a designated outdoor visiting area. This area will be sanitized prior to and after your visit. The person you are scheduled to visit will be then be supported to come and join you.
- A support staff person will be required to remain in visual contact at all times to ensure that physical distancing and all protocols are followed during the visit.
- When you have completed your visit, sanitize your hands and return to your vehicle and remove and safely dispose of your mask.

To schedule your visit contact the location Supervisor. The Supervisor will provide you with additional information via email that you will need to review prior to your visit.

Please rest assured that Brantwood has diligently prepared a plan to resume visiting and we are working with all stakeholders to ensure everyone's ongoing health and safety.

For additional questions or concerns, please speak to the Location Supervisor or email [jflood@brantwood.ca](mailto:jflood@brantwood.ca)

Sincerely,

A handwritten signature in blue ink that reads "Jo-Anne Flood". The signature is written in a cursive, flowing style.

Jo-Anne Flood  
Executive Director

## FREQUENTLY ASKED QUESTIONS.

### **Due to my underlying health conditions or those in my household, I am not comfortable visiting at this time.**

That's OK! During these extraordinary times, we are all making decisions to ensure our health and wellness as well as those of our family and community. Visits are not mandatory and can only be done if it is safe for the person and for their friend or family. Brantwood will continue to support social connections through phone calls, emails and live chats. These social connections are just as important and when you're ready, we are here to plan for a successful visit with you!

### **Where do I go for COVID-19 Testing? Do I only have to be tested once?**

In Brantford, testing is available by appointment at the Assessment Centre (Brantford General Hospital) and can be booked by calling (519) 751-5818. For out of town testing, please contact your local Public Health Unit for more information.

Visitors will have to be tested within 14 days of each visit with a NEGATIVE result. If you visit your family member outside of the original test and it has been more than 14 days, you will have to schedule a new test and wait for the results.

### **What can I expect on the day of the visit?**

Visits will include:

- Visits **MUST** be scheduled at minimum 48 hours in advance and will only take place outside. This ensures we are able to properly screen, monitor and support the requirements in the Visitor Guidelines.
- Visits will have a start and maximum end time. No visitor may enter the location, garage or vehicle as required by the guidelines.
- **Visitor Screening** – supervisor will complete a screening questionnaire with you on the day of the visit by calling from your vehicle and then take your temperature.
- **Passed Screening** – you will perform hand hygiene using hand sanitizer and put on your mask then proceed to the visitor area. Food, drinks, gifts, etc. are not permitted. Items can be dropped off at 25 Bell Lane, The Abilities Centre.
- A Supervisor/Manager will complete all cleaning and disinfection procedures **prior** to the visit, **during** the visit and **following** each visit.

### **What if my son/daughter/friend tries to hug me because (s)he doesn't understand the importance of 6 feet social distancing?**

We are all responsible to ensure 6 feet social distance is maintained to comply with the Government Guidelines or we need to suspend the visits until there is a plan to ensure the physical space can be maintained. Think about strategies you will use i.e. move backwards, ask them to stop in case your family member/friend approaches you. A

Brantwood staff is required to monitor all visits and is able to support both you and your family member/friend to be successful.

As directed by the Government of Ontario, considering the vulnerable population and risks associated with COVID-19, if at any time a visitor fails to follow social distancing, Brantwood is forced to suspend visits. Remember that social distancing, hand hygiene and face coverings are critical in protecting yourself and your family member from COVID-19.