

Royal Ottawa Place Long Term Care Unit

Visitor Guidelines

Updated October 1, 2024

- This guideline recognizes the important role care partners, families and friends play in the care, quality of life and well-being of residents and concern for safety of all Royal residents, visitors and staff. To that end, Royal Ottawa Place encourages visits from family and anyone identified by the residents as a support at any time.
- Visiting hours are flexible and open - there are no prescribed hours. Designated family /friends are provided with the door code to enter and exit the facility. A security guard is at the front door of the building from 6 am – 10pm each day. If requested Royal Ottawa Place will make efforts to facilitate virtual connections when possible. Should visitors be asked not to come, at the request of the resident, the limitation on visitors will be planned by the inter-professional care team in collaboration with the resident.

General Guidelines:

- We ask that visitors are to check in at the unit care desk prior to proceeding to the individual client/patient room/visiting lounge. Staff will inform visitors of any hazards/precautions on the unit for the safety of all.
- Please sign in and out when you are in the building. The sign in book is located at the nursing station on each floor. This will let us know if there are additional people in the home in case of emergency.
- All visitors are expected to self-declare if they are feeling unwell, have an infection, have symptoms of respiratory illness, symptoms of flu-like illnesses, or symptoms of other communicable diseases are not permitted to visit.
- Visitors must perform hand hygiene with soap and water or alcohol based hand rub before and after visiting. Please use the hand sanitizers at the front entrance and on the unit.
- All residents, staff and visitors are encouraged to use unscented/low scented personal products while within the home.
- Royal Ottawa Place will not tolerate racism, verbal abuse, aggression and/or physical violence and these are grounds for immediate removal from the premises. As well weapons, contraband and/or illicit items are not permitted on

site. Security will be contacted if visitors fail to leave the premises when requested.

- At this time masks are not required in the home, but continue to be encouraged. They are available at the front entrance of the home.
- Visitors, are able to continue to be able visit a resident in the event that the resident is in isolation.
- If the home is in an outbreak situation we will inform family/.friends by email and on the website. A notice will be posted at the front door and on the unit affected. During an outbreak situation we do not encourage visitors.
- In case of emergency while visiting in the home – please listen to overhead announcements and follow the direction of the staff on the unit. There are times that we have drills in the home and visitors are asked and expected to participate in any mock drills if they occur while they are in the home.

Resident Isolation

- If the resident you are visiting is on isolation there will be a big sign on their door. Please go to the nursing station and a staff member will assist you with proper procedures for protective equipment required for a visit. Full PPE including medical mask, goggles and isolation gown is required to be worn if you choose to visit a resident on isolation.

Accessibility:

- Visitors who require accommodation are recommended to review The Royal's external website for information on The Royal's Accessibility program prior to visiting.

Meals:

- If you would like to visit with a resident during the meal time either to join the resident for a meal or to assist the resident, please let the nursing staff on the unit know so they can assist both you and your resident in the dining room for placement. There is a cost of \$10 per meal if you would like to purchase a meal from the home. Contact Resident and Family services co-ordinator Sara

Werblinski @ sara.werblinski@theroyal.ca if you would like to purchase meal tickets.

Washroom Use:

- Visitors are able to use the washrooms that are located in their resident's room or the washroom located on each hallway on the unit. Please knock on the hallway washroom as some residents do not always lock the door.

Private Caregivers:

- Many resident have a private caregiver or support person from the community. We ask these caregivers to follow the same guidelines as visitors.

Items for Residents:

- We request that food items for residents be brought to the nursing station so they can be placed in the resident bin. We discourage having food items in resident rooms due to choking risks and keeping rooms clean from food items. . Please ensure you put the residents name clearly on the item or bag. Please bring in non perishable food items for your loved one.
- Please do not purchase or bring in items for other residents who are not your family/friend. Please discuss with a staff member if you are wanting to do so as each resident may have specific requirements.