

Frequently Asked Questions

Subject: Ministry of Health Directive #3 Long-Term Care –Visitors and Admissions

City of Ottawa Long-term Care Homes Visitations

Q: Where can I see the new policy?

A: Here are the links to the guidelines.

- Directive: [Directive 3 Long-Term Care Homes - Ministry of Health](#)
- Visitor Policy: [Resuming Visits in Long-Term Care Homes](#)

Q: Why was there a change in policy?

A: Following consultation with operators and family, resident and caregiver associations, the Ministry of Health and Long-Term Care issued an updated directive and guidance to facilitate the gradual re-introduction of family visits to residents in long-term care homes that are not currently in outbreak.

Q: Are any homes not accepting visitors?

A: Homes on outbreak can not accept visitors.

A: Peter D. Clark and Garry J. Armstrong homes are not accepting visitors because they are in outbreak.

Q: During what hours can we visit?

A: All homes allowing visits will do so from 10 am- 7 pm. Visits must be scheduled.

Q: Do visits need to be scheduled?

A: Yes. Each visit must be scheduled and coordinated (as in the past). This will allow for appropriate physical distancing and staffing coverage.

- Carleton Lodge: 613-580-2953
- Centre d'accueil Champlain: 613-746-3543
- Gary J Armstrong: 613-789-5110
- Peter D Clark: 613-274-2671

Q: Can more than one person visit a resident at the same time?

A: No. However a different person can go on each visit. Another alternative, if you would like to visit as a group, is to arrange a window visit instead of a garden visit.

Q: How long can I visit?

A: Visits will be time-limited to 30 minutes to allow the home to accommodate more as many visits as possible. Please arrive 15 minutes early for check-in and screening.

Q: How often can I visit?

A: For the time being, we are scheduling, one visit per week per resident whether in the garden, at a window or by video. This is to allow each resident the opportunity to have a visitor.

Q: Why can't you accommodate more than one visit per week?

A: The homes will only be able to accommodate one visit per week for now but are hoping to be able to do more. This depends on available resources, such as the amount of space available for simultaneous visits to different residents, and availability of staff. Each resident must be accompanied by a staff member and is to be given the equal chance for one visit per week.

Q: What are the rules around physical distancing? / Can I hug my loved one?

A: The rules are very similar to those experienced outside the homes:

- Visitors will be provided with a handout on physical distancing.
- Distances will be marked by barriers.
- Hugging is not permitted.
- Staff will be on site to assist and convey the guidelines.

Q: Can I give a gift during the visit?

A: You will not be able to hand a gift directly to a resident. However, visitors are permitted to drop off items for residents at the main entrance between 9:30 am to 12 pm, 1:30 to 4:30 pm and 6:30 to 8:30 pm. All items must be labeled with the resident's full name and indication of contents. Visitors must enter the front door and place the items in the designated area between the two sets of doors. Staff will ensure the items are collected, disinfected, and delivered to the resident.

Q: Do I need to be tested before visiting?

A: Yes, you will need to:

- Attest to home staff that you / the visitor has tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive. Date of testing will be required.
- The home is not responsible for providing the testing.
- Please see [Ottawa Public Health's \(OPH\) webpage](#) on the novel coronavirus for information about testing for COVID-19, including the location of testing centres.

Q: What will happen when I visit?

- You will need to arrive about 15 minutes early and report to the screening area. Locations:
 - (1) Carleton Lodge: the main entrance to the home
 - (2) Centre d'accueil Champlain: near the visiting area at the rear of the building
 - (3) Garry J Armstrong: (Not applicable at this time. Later: at the garden visiting site (back of the Home)
 - (4) Peter D Clark: (Not applicable at this time. Later: the main entrance to the home.)
- You will need to bring and wear a face covering. (If you do not have a mask you will be given one.)
- You will be asked an active screening questionnaire administered by home staff.
 - (1) Through the questionnaire, you will attest to home staff that the you have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive.
- Information on the home's Infection Prevention and Control processes during visitation will be provided.
- Staff will direct you to the appropriate visiting area and bring your loved one to that area.

Q: What if it rains?

June 16, 2020



A: In case of bad or extremely hot weather, outdoor visits may be changed to window visits or virtual/phone visits to protect the comfort of the resident.