

Summer 2022

Welcome Visitors to Hospice Care Ottawa,

At Hospice Care Ottawa we welcome you to be with your loved ones and to feel as at home as possible. Since current COVID-19 numbers are at their lowest levels since the start of the pandemic and the majority of people are vaccinated, we have updated our visitor guidelines. While we can't predict the future, it is likely there will be some COVID or COVID-like wave in the Fall, we hope to enjoy a more "normal" summer.

We encourage you to be visiting with your loved ones so please help us protect you, our residents, health care team and volunteers by following these visitor guidelines.

- Residents are permitted to identify any number of visitors they wish to have unlimited access to visit. These visitors will be given a green card by residence staff. Visitors without a green card will be held at reception and the receptionist will check with residence before allowing the visit. **Three people maximum are allowed in client rooms at one time.**
- All visitors entering the Hospice buildings **must put on a medical-grade mask** before entering and sanitize their hands before and after. The mask must cover the mouth and nose.
- All visitors will register your name and phone number at reception at the time of arrival and departure.
- Eating or drinking is permitted in the hospice residence rooms as long as mask is on when care team is present, and masks are worn by visitors in the room at all other times. We encourage families to take advantage of the outdoors for eating and drinking.
- Common areas are available for family use, however please only eat/drink when you are the only family using the common space at the time.
- Family kitchen is open for families but we ask that masks remain on as many people go in and out.
- While care is being provided in the room, visitors may be asked to leave the room in order to maintain physical distancing.
- Window visits are permitted anytime but if a family requests a visit with their loved one outside, they must be pre-arranged with the care team between 11 AM and 5 PM.
- Visitors are permitted to use shower facilities.
- Flowers and plants are allowed in the resident's room. Flowers with strong odours will be removed.
- If you experience any COVID-19 symptoms, please do not come into hospice. If you have had close contact in the three day period before each visit, with anyone who has recently developed symptoms, is waiting for



*When comfort matters most  
Sous l'aile du réconfort*

*an appointment or results from a COVID test or has tested positive, please do not come into hospice. You must follow public health guidelines regarding testing/symptoms and do not come to hospice.*

- *Handwashing is one of the best ways you can reduce your risk. Please wash your hands frequently and try not to touch your face. Handwashing posters are located throughout the building as well as in the public washroom. Please only use public washroom and not washrooms in patient's rooms.*

**For more information contact Ottawa Public Health at 613-580-6744 or visit**

**<https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx>**

*Staff and volunteers at Hospice are here to support you. We are happy to answer your questions and any concerns you may have. We know this can be a very stressful and difficult time for you, your family and friends and it is with great compassion that we convey to you how much we appreciate your cooperation to help ensure we stay healthy this summer.*

*Sincerely,*

*Kate Cholewa  
Director of Care  
Hospice Care Ottawa*

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