



### Highlights of the new In Room Social Visits plan:

- There is no longer a “Designated Social Visitor” assigned to each resident
- Residents may have social visits with more than one family member or friend
- Social visits may have a **maximum of 2 adult visitors at one time** (one child under 18 may accompany the 2 adults). This is the maximum, and we are unable to alter this restriction.
- Social visits must be booked in advance. Columbus Residence requires **requests for visits to be made at least 48 hours in advance.**
- Social visits are to be booked through the email: [visits@columbusresidence.ca](mailto:visits@columbusresidence.ca)
  - If for any reason you are unable to email your requests, please call 604-321-4405 ext 124 and ask to speak with the Social Visits Facilitator, or leave a message, and they will return your call.
- Columbus Residence will need to know all visitors names and a contact number for one of the scheduled visitors at the time of booking the social visit.
- Social Visits will be booked within the following two time blocks, 7 days/week –
  - **10:00am – 12:00pm**
  - **1:30pm – 5:00pm**
  - Currently, we will not be able to accommodate Social Visits outside of these times. Soon, we will be transitioning meals back to the dining room, and our residents, staff and elevators will be very busy prior to, during and after meal service.
  - All morning visitors will need to end their visit by noon and afternoon visitors will need to leave by 5:00pm.
- In order for all residents to have opportunities to have social visits with their family members and friends, we can provide **up to two social visits per week per resident.** Residents, family members and friends will need to communicate with each other to book the social visits accordingly.
- If you have a scheduled social visit, and for any reason are unable to attend the social visit, please cancel as soon as possible, as we may then be able to

book another social visit for another resident, and we want to be able to let your loved ones know with as much advanced notice as well.

- **All social visits will now be in resident rooms.** Visits will no longer be held in the Resident Kitchen. Window visits will no longer be provided.
- **Social Visitors will be required to be screened for signs and symptoms of illness, including COVID-19 upon arrival at every visit,** be accompanied to your loved ones room, remain in the room for the duration of your visit and then return downstairs to the screening desk after the social visit, and exit Columbus immediately.
- **Social Visitors are only permitted to visit with their loved one,** and are not permitted in any other resident room, shared spaces, nor should they stop for hallway conversations with other residents or staff.
- Social visitors will be required to:
  - **Wear a mask at all times while attending Columbus Residence, including in loved ones rooms.** Columbus Residence is required to provide a new medical mask to all Social Visitors upon arrival. Social Visitors will discard mask after the visit and wear their own mask upon exit.
  - Practise **hand hygiene** when entering Columbus, frequently while on-site and upon leaving.
  - Personal belongings brought to Columbus Residence should be minimal, and must be sanitized prior to going to resident room.
  - Maintain physical distance of at least 2 meters from other residents and staff.
  - Maintain physical distance as best possible while visiting your loved one. Physical contact such as a hug, kiss and hand holding is permitted for brief periods of time during visits
- Items may not be given directly to residents, the current drop-off procedures remain in place.
- If Social Visitors are unable to adhere to all appropriate safety precautions during the visit, the Social Visitor will be excluded from visiting Columbus Residence.
- There is a Visitor Appeal and Review Process for Essential and Social Visits established by the Provincial Health Office. This will be posted in our entrance, and an electronic copy will be provided upon request to the Administrator.