

Number of Allowed Visitors

Patients may have up to **2 visitors** at one time **unless all visitors live in the same house**, in which case there is no maximum. The number of allowed visitors is the same whether meeting in the patient's room, chapel/library, or outdoors.

All patients must provide the hospice with a list of approved visitors. This list should be thoughtfully considered to ensure as few people are coming in and out of the hospice as possible. This will help to prevent the spread of COVID-19. Individuals who are not on the list will not be permitted to visit.

To ensure appropriate physical distancing while staff are in the room, we will ask numbers over 2 to step out when we are providing care or assessments. Visitors may use the designated areas to wait while care is provided.

Visits Must be Limited to the Following Spaces

Patient's private room

Outdoors on the hospice property

The library or the chapel - these spaces are on the second floor of the hospice.

Use of the library and/or chapel must be coordinated with staff to ensure only 1 patient/family is using the space at a time.

Masks must be worn at all times in public spaces. This means that food and drink are not allowed in the chapel or the library.

All other spaces remain closed to the public.

Patients on quarantine or isolation may only have visits in their private room.

Personal Protective Equipment (PPE)

Visitors must wear a medical grade mask at all times in all public areas of the hospice. This includes: reception, hallways, and any designated indoor visiting spaces such as the chapel and library.

It is mandatory that visitors wear masks anytime staff, physicians, or volunteers are in the room.

It is strongly encouraged that masks remain on throughout your visit, even when alone in the patient's private room.

Additional PPE may be required during visits based on individual circumstances and risk assessment.

Please contact Erin Forsyth, Director of Clinical Care at 403-284-5195 or erin.forsyth@hospicecalgary.ca with any questions or concerns regarding Rosedale Hospice visiting guidelines. Concerns that cannot be resolved at the site level will be referred to Hospice Calgary senior leadership for consultation. Patients and families may also contact Alberta Health Services Patient Relations at 1-855-550-2555 with any questions or concerns.

Everyone admitted to hospice will be in quarantine for the first 14 days of their stay. This quarantine period minimizes the risk of spreading any potential infection to other patients, visitors, and staff.

- Patients will be required to stay in their room for the first 14 days.
- During this time, visits must be limited to the patient's private room.
- The quarantine period is still required even if the patient has had a recent negative COVID-19 test result.

We recognize that visits from family/loved ones are essential for our patient's quality of life, mental health, and spiritual well-being.

- After the quarantine period, and if the patient is well enough, outdoor visits and/or visits in designated indoor spaces can be arranged according to the guidelines outlined on the previous page.

All visitors must complete a health screening

- Screening is done via health questionnaire and a temperature check. If the screening shows you are at increased risk of COVID-19, you may not be able to visit.
- A new screening form must be completed every time you enter the hospice; this includes if you left the property and are returning (this may mean completing the screening multiple times each day).

All visitors will need to wear some degree of Personal Protective Equipment (PPE) during visits.

- Additional PPE such as goggles or face shield, gloves, and gown may be required as directed by the hospice team based on risk assessment.
- The hospice team will provide you with any required PPE; they will also instruct you on how to put on and take off the PPE.
- PPE requirements for children must be discussed with hospice staff. Families may be required to supply PPE for any visiting children.
- Refusal to wear the required PPE would prevent you from being able to visit.

Patients may have visits from 1 pet at a time

- Visits must be in compliance with the Hospice Calgary Visiting Animals policy. Please, speak to staff for details if you would like to arrange a visit.