

## **Emmanuel House Visiting Information**

Updated April 15, 2024

- Visitors are welcome at any time.
- There is no limit to the number of visitors in one day or at one time.
- Visitors may stay overnight in a resident's room at any time following admission. Visitors should inform staff if they are wishing to stay overnight. A cot and bedding can be provided (one cot can safely be accommodated per resident room).
- We appreciate advanced notice for outdoor visits. This can be booked with the nurse on duty for residents requiring assistance transferring to a wheelchair. This allows staff to have the resident ready in time for their visit.
- Our front door is locked from 10:00pm – 6:00am each day. Visitors may still come and go during these hours. Visitors arriving during this time should phone 905-308-8401 on arrival, and a staff member will come and unlock the door.

### **COVID-19 and other Respiratory Illness Directives**

**Masks are optional for everyone inside the Hospice**, unless otherwise requested by a resident or advised by signs/staff.

**Should** PPE be required in a resident room, signs will be posted and supplies made available.

**Note:** If a resident is on precautions, or if the hospice is in an outbreak situation, staff & visitors are required to comply with personal protective equipment (PPE) requirements, including masking as directed by Emmanuel House policies/management and the local public health unit.

**Visitors who have a respiratory illness or test positive for COVID-19 should:**

Avoid visits to the hospice when possible.

When visits cannot be avoided, guests must wear a medical mask and maintain physical distancing for 10 days after symptom onset or positive test (whichever comes first)

Notify the hospice of your illness or positive test.

**Our visiting policy may change at any time**, and limitations may be placed on visits at the discretion of Emmanuel House Hospice management, in accordance with changing provincial public health guidelines.

**We are happy to respond to any questions or concerns.**

Please contact Maria Haldenby, Clinical Manager at 905-308-8401 x3222.