



A HOME · A BRIDGE · A JOURNEY
Care and compassion at end of life.

June 23, 2021

Dear family and friends of the hospice,

As you are aware, the COVID-19 virus is in our community and we are taking this situation very, very seriously. We have additional precautions in place to keep our residents, family members and staff safe, while we continue to provide compassionate care.

These protocols are subject to change according to regional COVID conditions.

To remain vigilant, at this time we have the following visitor restrictions in place:

- Each resident is allowed up to a **maximum of 4 individuals** (“essential visitors”).
 - These 4 essential visitors will be identified by the resident/family at time of admission.
- **A maximum of 2 essential visitors can visit ONCE per day.**
 - Visits should be coordinated among the 4 essential visitors.
 - Advance notice of anticipated visit time is greatly appreciated by hospice staff.
- **Any exceptions to the above** must receive prior approval by the Executive Director.
- Staff are not authorized to make exceptions.

Outdoor Visiting:

- All outdoor visits **MUST** be pre-booked with a staff member at hospice
- **ONLY 1** outdoor visit per day will be permitted for a **MAXIMUM** of 1 hour
- A **MAXIMUM** of 3 individuals will be permitted at the outdoor visit
- All outdoor visitors **MUST** report to the front door and pass screening prior to their visit

All visitors are asked to help manage the risk by adhering to the following:

- Responding honestly to COVID screening questions and having their temperature taken (essential visitors only) every time they enter the building
 - **Anyone who is unwell or fails screening will not be permitted access**
- Wearing a mask (and any other PPE) provided by hospice (at ALL times) for their entire visit
- Washing their hands frequently and avoiding touching their face
- Providing contact details (full name & phone number) to hospice staff
- Following all recommended Public Health COVID guidelines when not at hospice

Our shared spaces (kitchen/dining room/lower level/shower) remain closed to visitors at this time.

Staff are happy to assist with your every need and will bring coffee/tea, etc. to you in your room.

We understand what a stressful and difficult time this is for you, and that COVID protocols can be an added burden. We truly appreciate your cooperation to help ensure we all stay healthy, and able to continue to offer our residents and their loved ones the best care, support and guidance possible.

Most sincerely,

The Bridge Hospice Care Team