

## **HOW DO I VISIT A RESIDENT IN THE HOUSES OF PROVIDENCE?**

Due to the COVID-19 pandemic, we have had to adjust our normal visiting guidelines to ensure the safety of our residents and staff. At the Houses of Providence, we are facilitating 30-minute, indoor and outdoor visits with residents and their loved ones (two visitors per resident each week). The dedicated visiting days are Tuesdays, Thursdays, Saturdays and Sundays. Each floor rotates dedicated visit days so all families have a chance to visit on a weekday and a weekend day.

### **How can I sign up for a visit with my loved one?**

1. The Houses visiting team will provide you with time slots for your loved ones designated visit days, which is based on the floor that your loved one lives on
2. Please email back at [Houses.visits@unityhealth.to](mailto:Houses.visits@unityhealth.to) with the following information:
  - a. Your name
  - b. Your phone number
  - c. The name of the resident you would like to visit and the floor their room is on
  - d. Your top 3 time slots for the visit day when you would like to visit
3. **We will email you back to confirm** one of those time slots and provide you with the additional information you will need (including a visitor form that must be signed and filled out prior to your visit)

**Please note:** we cannot guarantee you will receive your desired time slot. You will be guaranteed *a time slot* on your loved one's allotted visit day and we will do our best to accommodate visitors' wishes.

For outdoor visits, they will be weather permitting. If the weather does not cooperate, your visit will be rescheduled or may be moved indoors (only if the visitor(s) have negative COVID-19 test result(s) in the last 14 days).

### **Who is eligible to visit in the Houses of Providence?**

1. Visitor must pass screening upon arrival (including temperature check)
2. Visitor must have completed & signed the visitor form upon arrival
3. Visitor must wear a mask and perform hand hygiene
4. Visitor must agree to abide by the following principles during visit:
  - Maximum two visitors only
  - No pets
  - No food or drink
  - No gifting items/dropping off items for residents (this must go through the regular process of calling the COVID-19 hotline to ensure the item is essential and approved)
  - No children may visit
  - No hugging or touching (physical distancing must be maintained throughout the visit)
5. *For indoor visits only* – Visitor must attest to having a COVID-19 test within 14 days of the visit date and the result must be negative

If you have any further questions, please email back at [Houses.visits@unityhealth.to](mailto:Houses.visits@unityhealth.to) or call the visit hotline at 416-400-1902.