
RESIDENT MEMORANDUM

TO: COMMUNITY CARE AND NURSING CARE RESIDENTS
FROM: LINDSAY DICKIESON, ADMINISTRATOR
SUBJECT: PHASE 4 OF VISITATION
DATE: SEPTEMBER 23, 2020

Phase 4 of visitation in long-term care includes 2 areas:

- 1. Essential Support Person(s) and**
- 2. Visitors**

Essential Support Person(s)

For all residents of The Mount, each resident may designate up to three (3) people as their essential support person.

This essential support person will support feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connections, and assistance in decision-making.

It is your choice of who you would like as your essential support person. Please discuss this with your family and decide who your one (1) essential support person will be.

The Essential Support Person: ESP:

- Must have orientation
- Must follow infection control policies
- Must wear a medical grade mask – provided by The Mount
- Must maintain physical distance from other staff and resident
- Can only be an ESP at one long-term care home
- Cannot live at another long-term care or community care home.

The ESP does not need to book a visit. The ESP can come and go anytime between the following hours:

Monday to Friday: Earliest arrival: 9 am, Latest arrival: 6:45 pm

Saturday: Earliest arrival: 9 am, Latest arrival: 4:45 pm

Sunday: Earliest arrival: 10 am, Latest arrival: 3:45 pm

If you need to come outside of these times, please let us know and we will accommodate you.

The essential support person (ESP) may:

- Assist you to go for a walk – stand beside you, push your wheelchair - Walk may be in the hallways or outdoors
- Take you to the chapel / activities / outdoors / out for a drive / overnight stay
- Get a drink or snack from the kitchenette for you
- Assist with your meal or snack (if you need help with this)
- Do activities together such as play cards or read aloud
- Your ESP may bring in food / drink for you
- The ESP cannot eat at The Mount, since the ESP must wear a mask at all times (the same as staff do)

Visitors

Visitors are different from the essential support person. Anyone can come to visit someone at The Mount. There is no limit on the number of visitors at one time. The booking system will ask you how many people will be at the visit.

Visits must be pre-booked using our online booking system. The link goes out via Bamtext. Even if you are the Essential Support Person, you may book a visit for someone else in your family or a person who would like to visit the resident.

- Visitors must call when they arrive, and will be screened by a staff member.
- Must wear a medical grade mask – provided by The Mount
- Must maintain physical distance from other staff and residents
- Must be accompanied by a staff member to the designated visit area
- Must remain in the designated visit area

Thank you,



Lindsay Dickieson, Administrator
Extension 401