

PHASE 2 VISITATION UPDATE: PRE-DETERMINED VISITS



York Care Centre remains focused on providing quality services to its residents and families. Due to the COVID-19 pandemic, we created changes in our activity programs in order to safely reconnect families in a meaningful way. Our therapeutic recreation team has done a wonderful job balancing the needs for visitations (scheduling, screening, communication etc.), all while providing many small and individual group activities. However, we have heard from residents and families that they would like to see more activities. We agree with this request, but in order to do this we have to redeploy our team members back to their units more often. In order to accomplish this, we will be re-adjusting our schedule for visitations, so that we can also maintain safe screening at the front entrance. Given what we have seen recently with outbreaks in neighbouring communities, we also want to ensure our visitation programs remain safe. Having a team member actively screen our visitors at the front entrance is essential to the safety of our residents and staff. Given all of this, please be advised of the changes to visitation outlined below.

In order to select your visit time(s), each POA will need to:

Call the info line 444-2657

Or Email communications@yorkcarecentre.ca

by **Friday Nov. 6th** with the preferred times and days to create your standing appointments.

Changes:

In order to eliminate the many days and hours that go into scheduling hundreds of visitations each week, we will now transition into a pre-determined time for each resident to receive visitors, this time will remain the same every week.

For example, if a resident and their Power of Attorney (POA) chooses Monday and Thursday from 2-4pm as their scheduled time to have visitation, it will remain that time each week.

- After Friday, November 13th, you will no longer have to book appointments through the information line or communications email.
- Each resident/POA can select 2 visits per week.
- The resident/POA will coordinate with family/friends who will visit on each standing appointment.
- Visits can be any two individuals (pre-approved by the POA/resident); there will be no need to notify YCC of who is chosen each week to visit during the standing appointment time.
- Please notify YCC **only** if there will be no visitor arriving during the standing appointment time (extension 2501)

These pre-set visits will be given on a first come/first served basis.

Time Frames:

Mon to Sun 10-12pm & 2-4pm

Tues, Wed, Thurs 6-8pm