

July 24, 2020

Re: **Manitoba's Pandemic & Economic Roadmap for Recovery – Phase 4**

Dear Residents and Family Caregivers;

As communicated earlier this week, we have been asked to plan for the implementation of Phase 4 of the pandemic response: <https://www.gov.mb.ca/covid19/restoring/phase-four.html>. This phase comes into effect tomorrow, Saturday, July 25 and we have prepared to implement these changes for our residents and families as of tomorrow.

As we all work together to safely implement the guidelines outlined in Phase 4, know that we truly recognize the important role that ongoing connection has for our residents and families. The success of these changes will depend greatly on your knowledge of the visiting guidelines and compliance with the recommended actions. As a visitor, you have a very significant responsibility that is critical to the health and safety of residents and staff alike. Please note, that should we find ourselves in an outbreak (e.g. common cold, flu), or receive direction from the Chief Provincial Public Health Officer, all visiting will be suspended.

Here is an outline of several important changes that will require your careful review and attention:

- Updated Shared Health Visitation Principles for PCH in Phase 4 define two main types of family visitors:
  - **“Designated Family Caregiver:”** any person whom the resident and/or family identify as their family caregiver and who is an essential partner in care. This may include paid companions, provided they do not work at more than one personal care home
  - **“General Visitors:”** other family or friends who visit for social reasons

**ALL families have been asked to identify their two designated family caregivers as soon as possible. An email was sent out yesterday to our primary family contacts requesting the submission of this information on a short survey at: <https://www.surveymonkey.com/r/Q2CHD3M>.** We are doing phone follow-up today to confirm this information with families.

- At this time, “Designated Family Caregivers” can:
  - Visit anytime / any length of time, seven days a week between 9am – 8pm;
  - Complete the screening process and hand hygiene at each visit and must sign in/out; **this is an important record should we need to conduct contact tracing;**

*All Correspondence should be mailed to:*

**Donwood Manor  
Personal Care Home Inc.**  
171 Donwood Drive  
Winnipeg, Manitoba  
R2G 0V9  
[www.donwoodmanor.org](http://www.donwoodmanor.org)  
Phone: 204-668-4410  
Fax: 204-663-5429

**Donwood Manor EPH Inc.**  
165 Donwood Drive  
Winnipeg, Manitoba  
R2G 2H9

**Donwood South Inc.**  
1245 Henderson Hwy  
Winnipeg, Manitoba  
R2G 1M1

**Valhalla Cove Inc.**  
15 Valhalla Drive  
Winnipeg, Manitoba  
R2G 4G8

**Donwood West Inc.**  
1460 Portage Ave.  
Winnipeg, Manitoba  
R3G 3M9

**Donwood Manor Foundation Inc.**  
171 Donwood Drive  
Winnipeg, Manitoba  
R2G 0V9

**Donwood Management**  
171 Donwood Drive  
Winnipeg, Manitoba  
R2G 0V9

- Visit only if you have not travelled outside of Manitoba within the past 14 days (excluding travel to Western Canada, Territories, or Ontario West of Terrace Bay)
- Visit only if healthy – we are concerned about COVID symptoms and also the potential spread of other common cold viruses, flu etc. **Do not visit if you are unwell;**
- **Provide and wear your own non-medical mask** for the duration of your visit; the supply of PPE remains tenuous and we cannot provide visitors with PPE;
- Wear the “Designated Family Caregiver” badge that will be available in the foyer; **please return these after your visit** so it is there for you each time;
- Review the information package provided with this letter and also posted on our website:
  - Hand Hygiene: <https://sharedhealthmb.ca/covid19/providers/hand-hygiene-posters/>
  - Cough Etiquette: <https://sharedhealthmb.ca/covid19/providers/cough-etiquette-posters/>
  - Mask Use – Do’s & Don’ts: <https://sharedhealthmb.ca/files/precautions-to-follow-letter.pdf>
  - COVID 19 Precautions (including physical distancing): <https://sharedhealthmb.ca/files/non-medical-mask-poster.pdf>
- Comply with all infection prevention and control measures including strict hand hygiene and physical distancing at all times. Visits may be suspended if designated visitors do not follow these measures; <https://sharedhealthmb.ca/files/covid-19-ipc-guidance-for-pch.pdf>
- Proceed straight to the resident’s room, minimizing the touching of surfaces and not to visit with other residents or staff;
- Visit in the resident room for those residents in private rooms:
  - For residents in shared rooms, visits must take place in the visiting area on the unit or in the designated courtyards
    - 1<sup>st</sup> floor visitor room is the Sensory Room
    - 2North visitor room is the Activity Room
    - 2South visitor room is the Fireside Room
- Enjoy the designated outdoor courtyards including (see map):
  - East side Garden
  - Centre Courtyard
  - The Vegetable Garden
  - The Patio Garden
- (Note: the outdoor visitor courtyard used up until this time will be reserved for “General Visitors” – see further below);
- Enjoy low risk activities such as walks around the property/block; note that visits to local restaurants such as Tim Hortons are discouraged;
- Sign the resident out for any off unit activity; sign the resident back in upon return;
- Follow physical distancing recommendations, and if briefly hugging or holding hands, ensuring hand hygiene before/after such interactions;
- Assist with meals in the resident’s room only; cannot be in dining rooms;
- Use the bathroom in the resident’s room, if in a private room, or the public washroom on the 1<sup>st</sup> floor by the hair salon, if visiting a resident in a shared bathroom;
- Come to the nursing desk if assistance from staff is required, but do not linger or congregate at the desk;

- All “Designated Family Caregivers” are encouraged to cancel all of the visits they have reserved on our booking system to prioritize these for “General Visitors.” We will be contacting you to confirm this.
- At this time, **outdoor/virtual visits are available for all other “General Visitors”** – this includes any additional visitors (family or friends). Given the significant increase in the number of individuals entering the PCH as a result of these changes, “General Visitors” cannot be accommodated for visits in the resident’s room. We will continue to review this in accordance with direction from Shared Health Services.
  - “General visitors”:
    - May book outdoor, indoor (in the designated indoor visiting room), or virtual visits on our online booking system at: <https://calendly.com/donwoodmanor>
    - May have a visit with up to **four** people; this allows continued adherence to physical distancing guidelines in the space we have
    - Must follow all of the same sign-in, screening, physical distancing requirements, and review of the posted information on infection control as listed above
    - Are advised, but not required to wear a non-medical mask during their outdoor visit; must wear a mask for a visit that is moved indoors due to weather in the “designated indoor visiting area”

For “Designated Family Caregivers” and “General Visitors”, consideration continues to be given to a resident’s stage of illness and end of life circumstances. Please discuss these situations with your loved one’s Resident Care Manager

- First Floor: Ajith Jose, 204-668-4410, ext. 250 [AJose@donwoodmanor.org](mailto:AJose@donwoodmanor.org)
- 2 South: Justyna Markiewicz, 204-668-4410, ext. 253 [JMarkiewicz@donwoodmanor.org](mailto:JMarkiewicz@donwoodmanor.org)
- 2North: Erica Neumann, 204-668-4410, ext 291, [ENeumann@donwoodmanor.org](mailto:ENeumann@donwoodmanor.org)

We recognize that this is a lot information. This letter, along with all of the attached information is also available on our website and at our screening entrance. As well, a short video on what to expect as a Designated Family Caregiver has been prepared and will be posted on our website at [www.donwoodmanor.org](http://www.donwoodmanor.org)

Thank you for your patience and understanding as we all adapt to Phase 4. We will continue to review our implementation and make adjustments as required by Public Health and/or our operational resources. Should you have any questions or concerns, please feel free to email [info@donwoodmanor.org](mailto:info@donwoodmanor.org) or contact the Resident Care Manager.

Thank you,



*Nina Labun, RN, MN, CHE  
Chief Executive Officer*

**Attachments:**

Map of Courtyards available for Designated Family Caregivers  
Hand Hygiene  
Cough Etiquette  
Mask Do’s and Don’ts  
COVID 19 Precautions