

ROYAL OTTAWA MENTAL HEALTH CENTRE

Hello Families and Friends,

Thank you for arranging a visit with your loved one. In order to keep everyone safe we have some guidelines that we have implemented visits.

1. If an outbreak of COVID-19 is declared at the facility, all visits will be suspended for the period of the outbreak. Note that institutional outbreaks are declared and managed by local public health authorities.
2. On the day of your visit please arrive on site and report to the screening desk. You will be asked a series of screening questions. If you pass the screening questions you will be escorted to the visitor area by security.
3. If you need to go to the washroom during the visit please ask a staff member to direct you to a washroom near the Winter Garden.
4. Your loved one will meet you in the visitor area accompanied by a staff member. Visits will be monitored by staff.
5. Two visitors will be able to visit at a time.
6. Initially visits will be 45 minutes in length.
7. Visits will be held in the Winter Garden.
8. Physical Distancing of 2 metres/6 feet must be maintained at all times.
9. Please bring your own mask to wear at the visit. If you do not have a mask, one will be provided to you. Masks must be worn during the visit.
10. Please do not bring pets to the visit.
11. Food items can be given to your loved one during the visit as long as the outside of the container is wiped down upon arrival (there will be supplies). As both the visitor and the client will be wearing a mask food can not be consumed during the visit.
12. Visits will end if physical distancing rules are not being followed.
13. We may have to limit the frequency of visits depending on the number of requests.

Thank you for your support in ensuring everyone remains safe and healthy at this time.

If you have any questions please don't hesitate to ask - communications@theroyal.ca