

RECOVERY PROGRAM

Hello Families and Friends,

Thank you for arranging a visit with your loved one. We are so happy that as the nicer weather is here we can start to have some outdoor visits.

In order to keep everyone safe we have some guidelines that we have implemented for **outdoor 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 “self-screen” before coming for on site using the electronic screening tool at this link - <https://covidscreening.theroyal.ca/>.
 - a. For the portion where “department” is asked please indicate “visitor”. For the portion where “location” is asked please indicate “Visitor for any site” and write “visitor”.
 - b. Once you have answered the questions, if you have passed the screening, a green screen will appear. The results of the screening will also be emailed to you.
 - c. When you arrive at your visit you will be asked to show the green screen on your device. You can either flash the green screen that appears directly after the screening or show the emailed results.
 - d. If you are not able to complete the electronic screening you will be asked the screening questions upon arrival.
3. Two visitors will be able to visit at a time.
4. Initially visits will be 45 minutes in length.
5. Visits will be held in the Recovery Program courtyard at the back of the Royal Ottawa Place building.
6. Please go directly to this area at the time of your scheduled visit. If the weather is not conducive the visit will be postponed.
7. Physical Distancing of 2 metres/ 6 feet must be maintained at all times.
8. 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.
9. Visits will be monitored by staff.
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.
12. Visits will end if social distancing rules are not 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