



DAWSON HEIGHTS

- Updated signage outlining all COVID-19 safety protocols will be printed and posted at the front door where screening occurs and the visitation locations.
- A notice has been created to inform residents of the social visitation expectations and will be delivered to each apartment.
- Residents will be asked to provide the name and contact information of one designated visitor. Residents or their designated visitor will be required to contact the front desk to schedule a visit.
- Residents will be able to receive one scheduled visitor on one of the two the outdoor patio locations and in the designated visitation room. Sanitizing will occur prior to each visit with a 'sanitized' card indicating so. Doors to the room will remain open to ensure safety protocols are in place. Exceptions will be made to visiting locations on an individual basis.
- Visiting hours will be from 9 am to 7 pm on weekdays and 11 am to 4 pm on weekends and stats for a maximum of 1 hour. There will be a maximum of 10 social visits per day. Visits will not be scheduled during meal times. Bookings will require 15 minutes in between each for sanitizing.
- Family members phoning or emailing about the changes will be informed of the new procedures. Details will also be posted on the Dawson Heights website.
- Separate sign-in binders have been created for CHW's, essential visitors and social visitors to maximize tracing data. Anyone coming to the single, main entry will be informed of the new procedures. Essential visitation will continue as before (determined in collaboration with Case manager), will be accommodated for care and may be same social visit by designated person. Social visits will be pre-booked.
- The Cedars will reserve the right to cancel all social visits on any given day due to circumstances that increase the risk to residents. If this does occur, the pre-booked visitors will be called and informed.
- Greeters will utilize the new 2-step script provided for everyone entering including staff. A temporal thermometer will be used and a digital thermometer is currently on order. Instructions to sanitize or hand wash will be given at the point of entry. Masks will be provided if necessary. Physical distancing will be reminded to all.
- Social visitors will be asked to go directly out of the building once the visit is over.
- A social visitation guideline will be created for staff and residents to read and will be available at the front desk and on the website. This will be reviewed monthly.



DAWSON HEIGHTS HOUSING LTD

The Dawson • The Cedars • The Cottages

3710 Cedar Hill Road, Victoria, BC V8P 5V5 • Tel: (250) 477-4850 Fax (250) 477-4851 www.dawsonheights.ca

- Concerns or complaints about the process will be logged by front desk staff and reviewed case by case. Residents and visitors will be encouraged to make suggestions as to how to improve the process.
- Hairdressing will require residents to pre-book appointments with the hairdresser and the list will be submitted to Admin after completion. The hairdresser is fully cognizant of the required WorkSafe BC protocols and is able to put these in place. The hairdresser will provide a safety plan to The Cedars.



DAWSON HEIGHTS HOUSING LTD

The Dawson • The Cedars • The Cottages

3710 Cedar Hill Road, Victoria, BC V8P 5V5 • Tel: (250) 477-4850 Fax (250) 477-4851 www.dawsonheights.ca