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*Calgary Regional Office, 501 - 5920 Macleod Trail S.W., Calgary, Alberta T2H 0K2  
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**To:** All Intercare Residents, Families, Volunteers, Companions, Students and Other Visitors

**From:** Ian Woodcock  
Executive Vice President and Chief Operating Officer

Cheryl Miles  
Assistant Vice President of Care Operations

Dr. Patrick Quail  
Medical Director

**Date:** March 14, 2020

**Re:** **COVID 19 – Additional Screening of ALL Visitors to Our Care Homes**

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Since issuing our latest communique on March 13, 2020, Alberta Health Services (AHS) has issued an additional directive regarding visitation to Continuing Care homes. While prevention of infection is perhaps the most important step we can take in protecting our residents and staff, and appreciating the need to do our best to maintain a balance between visitor restrictions and ensuring continued quality of life for our residents, visitor restriction is one of the most important tools we have available to us.

As such, at this stage of the Covid 19 pandemic, the following additional care home access restrictions have been put in place until further notice:

- ALL visitors MUST be screened upon arrival at any Intercare home, involving the completion of a screening questionnaire developed by AHS (see copy attached and related door poster);
- The screening questionnaire will be administered at the entrance doors by posted security personnel or an authorized Intercare representative. The questionnaire and related screening will identify anyone who:
  - a. Appears to be ill or reports fever, new cough or shortness of breath;
  - b. Has travelled outside Canada in the last 14 days;
  - c. Is a close contact of someone with confirmed COVID-19; or
  - d. Is a close contact of someone who has recently developed fever, new cough or shortness of breath?
- Any visitors identified to have answered “Yes” to any of the above screening questions will not be allowed to visit.
- Visiting hours at all of our care homes are hereby reduced to 8am to 8pm (except in extenuating circumstances, such as access to one of our two Hospice Units or visitation with a resident who is at end of life);
- Access doors through which visitors can enter our homes will be limited and indicated by posted signage;
- If there is an absolute critical need for a visitation to occur after visiting hours, such as in an end of life situation, visitors who pass the screening questionnaire will be permitted to enter;
- If a potential visitor does not pass the screening questionnaire but there is an absolute critical need for visitation (end of life / hospice), as per AHS guidelines, they will be permitted **ONLY** once provided with personal protective equipment (i.e. mask, gown and gloves), will be escorted to and from the involved resident’s room and must not stop to visit with any other resident’s or staff either before or after visiting.

Thank you for your continued attention, cooperation, understanding and support as we continue to implement additional precautionary measures to mitigate risk of exposure to Covid 19 for our residents and staff.