



March 27, 2020

## FAQ from our families:

*Q: Under what circumstances may I visit my loved one in a long-term care facility?*

A: To ensure the safety of our residents Park Place Seniors Living is only permitting essential visitors. Essential visitors are defined as those attending a resident who is actively dying. They can visit one at a time and twice daily for maximum 30 minute durations.

*Q: The Chief Medical Officer (CMO) in Alberta says we are allowed to have one resident visitor assigned to our family member in long term care. How can I set this up?*

A: Although the CMO in Alberta has defined essential visitors as a designate decision-maker for the resident or someone who provides care and companionship, Park Place Seniors Living is defining essential visitors as only those visiting a resident for end of life care. This policy aligns with the Health Ministries of BC and Ontario and is implemented to ensure the highest level of safety for both residents and the health care workers supporting them.

*Q: How can I stay in touch with my loved-one if I'm not able to visit?*

A: We are encouraging virtual methods of communication such as phone calls, Zoom meetings, Skype, and Facetime. Our site leaders can work with you to set this up at your convenience. For additional information please visit the [family update](#) on our website.

*Q: Are there any guidelines for family members of caregivers at Park Place? How can we keep family members safe?*

A: As we are constantly adapting to changing circumstances, it is difficult to provide concrete guidelines. We recommend taking a look at [The CDC's preparation and protection guidelines](#).

For general tips and latest updates, please see our [website](#). Let's remember to help out our health care workers and ensure they feel loved not alienated.

*I have care packages/gifts that I want to give to my loved one. How should I proceed?*

A: Unfortunately, due to the rising number of care homes reporting COVID-19, we are discouraging and parcels and/or packages coming into care homes, assisted, supportive, and independent living for residents at this time. It is difficult to wipe down and sanitize each package. For celebrations such as birthdays, for example, we recommend birthday phone calls or face timing with your loved one. Each site has their own policy regarding packages and mail which is dependent on resources available. Contact the Site Leader or General Manager to learn more.

Don't see your question? Send us an email at [COVID-19@parkplaceseniorsliving.com](mailto:COVID-19@parkplaceseniorsliving.com). We greatly appreciate you bringing forward your questions and concerns so that we can better improve our communication to families during this stressful time.