Click here to enter a date.

Dear Family Member(s):

Additional safety measures are currently in place to respond to a communicable disease outbreak in our facility. Follow these recommendations when: visiting; dropping off personal items; or you need assistance with personal laundry for your family member: Click here to enter text.

**Visitors and Designated Family/Support Person(s) (DFSPs):**

• Report to the reception/nursing desk before visiting residents.

• Will be advised of potential risk of exposure if visiting a symptomatic resident and if infection control measures such as masks are required.

• Do not visit if symptomatic.

• In extenuating circumstances, site leadership will determine if visitation can occur if a visitor/DFSP is symptomatic, for example, compassionate exemptions support visitation by symptomatic visitors/DFSPs of patients who are at end of life.

**Personal items**

* If you cannot visit, personal items may be dropped off or picked up during the day at Click here to enter text. at these times Click here to enter text. A staff member will deliver the item(s) to the resident.
* Please limit items for drop-off/pick-up to essential needs only and label with the resident’s name and room number.

**Laundry service (applies to family members who currently do the resident’s personal laundry)**

* During communicable disease outbreaks, families and visitors who usually launder the resident’s clothing at home may be advised by site leadership that resident’s clothing will be laundered by the facility.
* If you have not been advised that the facility will launder resident clothing and you require assistance; laundry may be picked up and dropped off during the day at Click here to enter text. at these times. Click here to enter text.
* Soiled laundry for pick-up will be in a securely closed disposable bag labelled with the resident’s name.
* Please return clean laundry in a new disposable bag or in a clean, sealed bin and label with the resident’s name.
* Tips for handling soiled laundry:
* Transport clothes in either a securely closed disposable plastic bag or a washable cloth bag that can be laundered at the same time as the clothes.
* Launder resident clothing separately from other laundry using a regular wash cycle followed by a cycle in the dryer.
* Have minimal contact with the laundry. Do not shake or hug dirty laundry. Place directly from the laundry bag into the washer. You may choose to use gloves when handling soiled laundry.
  + Discard plastic bag if one was used.
  + Wash hands after removing gloves, if worn, and after handling soiled laundry.
* Tips for handling clean laundry:
* Wash hands before handling.
* Fold on a clean surface.
* Return laundry in a clean, marked bag or sealed container and label with the resident’s name.
* Washing machine surfaces, especially touch surfaces, such as doors/setting knobs or buttons, may be wiped down using any household disinfectant product.

Refer to the [Personal Items and Laundry Tip Sheet for Continuing Care Residents Families and Visitors](http://www.ahsweb.ca/ipc/covid-cont-care-tips-pers-clean-laund-z0-info-sht) for more details.

Thank you for your consideration in this matter and for helping us to protect the residents, staff, and yourself.

Click here to enter text. Staff and Care Manager

Click here to enter text.

Care Manager

Click here to enter text.