



**To our clients, family members, health care partners, supporters and community members:**

This pandemic has been challenging, to say the least. For individuals living with a life-limiting illness, and their families, the pandemic has made your situation even more challenging and difficult. We want you to know that The Dorothy Ley Hospice continues to be here to help and support you. Our residence continues to be open and our community program offers psychosocial, grief and bereavement support.

Our top priority is the health and safety of the individuals we serve, their families, volunteers, our staff and community. We are following all public health and government health and safety protocols at the Hospice. This has resulted in changes to our residential admission process and visitor guidelines.

**Information about the Residence**

We are welcoming and admitting individuals at the end-of-life into our residence. Please note that the admission process and residence protocols have been modified to ensure the health and safety of everyone during this pandemic.

**Admission Process**

For individuals seeking admission to the Hospice our process now includes screening for Covid-19. This may mean that an individual might need to have a Covid-19 test in the community and a negative test prior to admission. For some individuals where the physician feels the risk for Covid-19 is low, the Covid-19 testing will be done following admission to the Hospice. Upon admission to the Hospice, residents will be on a 14 day precautionary isolation as per public health direction. This means that residents will have to remain in their rooms for 14 days and staff will be required to wear appropriate personal protective equipment (PPE). We will allow visitors but they will also need to wear appropriate PPE that includes a mask, gown and gloves. This is necessary to ensure everyone's safety.

***Please note that the Hospice is currently taking part in rapid testing for our staff and visitors and you may be required to be tested prior to your visit.***

**Visitor Policy**

At The Dorothy Ley Hospice, our goal is to help residents spend as much quality time with their loved ones during their palliative journey. Due to the pandemic we have had to change our visitor policies to comply with public health directives and to ensure the safety of residents, volunteers and staff.

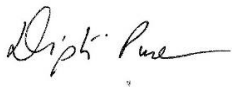
Our visitor policy is the following:

- Every resident will be allowed to designate up to 4 essential visitors. These 4 individuals will be allowed to visit the resident throughout the duration of the resident's stay at the Hospice. One visit per day of a maximum of 2 visitors at one time is permitted.
- We know that support from a loved one is very important. We support one essential visitor to remain with the resident overnight.

- When the resident's health becomes unstable and closer to the end-of-life, we will support more family members to visit.
- Newly admitted residents that are awaiting their Covid-19 test results will be able to have one essential visitor visit them, during the time they are awaiting the test results. Once negative test the general visitation guidelines will apply.
- All visitors to the Hospice must adhere to public health guidelines which include wearing masks at all time, staying in the resident's room at all times, and maintaining 6 ft. social distancing.

We know that time with your loved one is precious and there are special events like (birthdays, anniversaries) that are to be celebrated. Please let the care team know of special requests for visitation that falls outside of these guidelines, and the reason for the request at least 2-3 days in advance. We will review the request and determine if it is possible to support the request, while adhering to public health safety requirements. We are here to help you and your loved ones during this time, and keep everyone safe.

Please contact us if you have any questions.



Dipti Purbhoo,  
Executive Director

