



## **Family Information Update – March 5, 2021**

### **Great news in person visits with Veterans to resume on Monday!**

We are pleased to announce that we will resume our socially distanced, in person visits in the annex beginning **March 8, 2021**. By now you will have received an email to confirm the date and time of your visit. Some of you have chosen to continue with Virtual Visiting, your visit facilitator will confirm that visit with you.

A reminder that close contact visits are on hold at this time.

If you have any questions or need to make adjustments please contact your Social Worker.

### **What are the COVID-testing requirements?**

As with our previous visits, visitors must attest to a negative COVID test result within seven (7) days of their visit. This notice is to confirm that you must continue to attest to having a PCR test which is provided at assessment centres, pharmacies or laboratories.

**We are recommending that you book an appointment and visit an assessment centre if you are able. Some of the pharmacies are beginning to limit their options for testing. If you do attend a pharmacy and are told that the Veterans Centre does not have an LTC number, inform them that you are visiting a Veteran at Sunnybrook and are eligible for testing. We understand that Shoppers Drug Mart recently communicated this to their testing stores.**

A “rapid test” is a point of care test (offered at LTC facilities) and a screening tool that does not meet the COVID-19 testing requirements for visiting at this time.

Please be aware that no test is 100% accurate all the time. Therefore we recommend you to continue actively self-screening for symptoms prior to visiting your loved one to ensure their health and safety can be maintained. We will continue to follow all safety precautions: wearing a mask, hand hygiene and physical distancing.

**What if I have had COVID-19, may I visit?**

If you have tested positively for COVID-19 and recovered you may visit, and will be screened for symptoms as per the usual process. We require documentation of the date of your positive COVID-19 test. Please contact your Social Worker for further details.

**Resident Account office information**

We are happy to announce that the resident account office is undergoing a renovation for ease of use for our Veterans and families. During the renovation the office will have a temporary location in Sunny's from 10 am -12 noon, Monday – Friday.

Just a reminder that you may send cheques by mail to the Resident accounts office. You may also call in with a credit card if you want to add funds to a trust account.

If you do drop an envelope off in L Wing be sure to label it clearly with Patient Account office title and the name and unit of your family member. To ensure safe delivery you can inform your Social Worker of the drop off, again mail is preferred if that is an option.

