



Sakura House Important Information for Patients and Families:

Visitors:

- Only 6 essential visitors per patient (MUST be the same 6 people at all times)
- MAX 4 people in the patient’s room at a time (including staff and physicians)
- Visitors must remain in patient’s room for the duration of the visit (NO wandering of the hallways)
- ONLY patient wing side open- rest of the house remains closed.

Porch Visits:

Non Essential Visitors:

- Max 2 non-essential visitors per patient on a porch at a time
- Non essential visitors MUST be wearing a mask
- Screen door of the porch MUST remain closed during the visit
- Patient and essential visitors must remain 6ft from screen door.

Patient’s in 14-day Isolation:

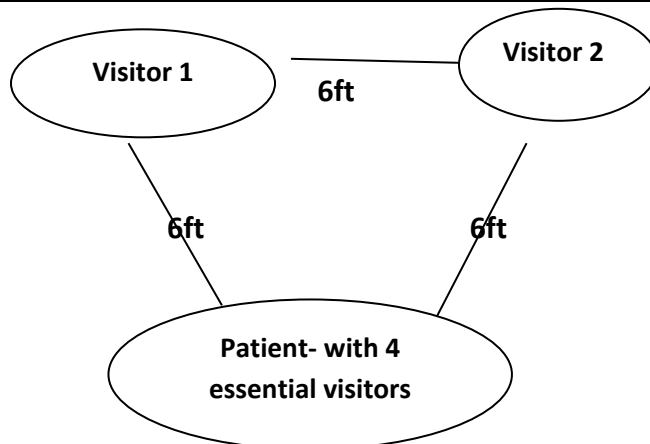
- If patient able- may sit on their porch with their essential visitors to get “fresh air”
- No smoking on the porch
- Essential visitors must wear a mask at all times

Courtyard Visits (after patient is out of 14-day isolation):

Outdoor courtyard visits are permitted based on the following:

- Patient and essential visitors – may sit together wearing masks in one bubble
- Additional visitors (not considered essential) must be either a) max of 2 people AND be wearing a mask MUST be 6 ft from patient
- For example:

a) Max 2 people (from different household)- everyone wearing a mask:



Masks:

- Are provided to every visitor upon entry to Sakura House.
- Are to be worn at all times when visiting at Sakura House
- If patients or visitors go outside and remain on Sakura House property- a new mask is NOT required when re-entering the house.

Patient Meals:

- Staff members are available to prepare simple meals for the patients.
- Cook arrives at 8am and is ready to start making food at 830am
- We also keep a selection of frozen *M&M single serve meals* on hand so they can be heated if a patient wishes.
- Familiar food made at home is often preferred by our patients, and can be stored in the patient's fridge and warmed in the patient's microwave
- Soft and easy to eat snack-foods are kept available for patients (in the kitchen) or may be supplied by family members to meet special preferences.

Family/Visitor Meals: (first priority will always be to serve/assist patients)

- The following food is available for family/visitors at Sakura House: daily soup, coffee/tea, water, baked goods, and cold cereal
- A selection of frozen M&M sing serve meals are available for families/visitors to purchase for \$5
- Families/visitors are able to bring in food from home or outside restaurants to be kept in the patient's fridge and heated in the patient's microwave.

Items to Bring from Home:

- POA paperwork (for personal care/health)
- Health card
- Toiletry products (including: comb/brush, tooth brush/denture brush, toothpaste/denture cleanser, denture cup, deodorant, razors/shaving cream, shampoo, body wash, body lotion, fingernail clipper/file, short sleeved t-shirts (for men); night gowns/shirts (for women)

Patient Rooms:

1. **Bathroom-** Each patient room has a private, fully accessible bathroom and shower. Family and visitors are to use the patient's bathroom and shower when needed.
2. **Phones:** Every room has a phone for patients to use to connect with family, or friends. Press "9" for outside line. Cell phone use is acceptable in the patient room
 - Phone calls are only for local calling. You will need to use a cell phone or long distance phone card for long distance calls.
3. **Call Bell System:** Patients are connected to the care team 24/7 via a silent paging system which can be activated from a button the patient is wearing
 - **Patients and families are asked to stay in the patient room for the duration of the visit.**
 - **Wandering of the hallways is NOT permitted. Please use your call bell if you require assistance**
4. **Personalizing Your Room:** Patients and family are welcome to bring in small personal items such

as pictures and mementos that are significant to the patient. We cannot be responsible for breakage.

- We ask that you do not put any nails in the walls to hang these items. A metal picture frame is located on the wall to hang pictures on
- Adhesive hooks are NOT permitted
- We ask that you not bring in furniture as it may inhibit our ability to provide care

Flowers and Balloons- Due to allergies please choose flowers with no fragrance, and *latex-free* balloons.

Scent Free- Sakura House is a scent free zone.

- Due to allergies and/or breathing difficulties for many of our patients, please do not wear perfumes, fragranced hair sprays, lotions, etc.
- Please no candles, incense, diffusers and essential oils.
- Due to COVID- fans are not allowed

Smoking- In accordance with the Smoke Free Ontario Act, smoking (including e-cigarettes and vaporizers) is strictly prohibited in Sakura House.

- Smoking for patients, family and visitors is restricted to the designated smoking area in the parking lot.
- Patients who are able to walk or be wheeled can go **with a visitor** to smoke in this area.
- **Staff and volunteers are not permitted to accompany patients for smoking.**
- **Patient's cigarettes and lighters are to be left with staff to be stored in the care station.**

Alcohol and Cannabis: Use of alcohol or cannabis by any visitor or staff is prohibited on the premises of Sakura House.

- Patients are permitted to use these substances on Sakura property with the following provisions:
- An order from the physician is required
- Alcohol or cannabis is provided to the nurse by the family and must be in a sealed original manufacturer's container; the nurse will lock it in a secure location in the medication room.

Pets- Pets are family members to many people but special visiting privileges must be pre-arranged. Proof of current vaccinations will be required prior to approval for a pet visit. All pets must be:

- Quiet and well-behaved
- Clean and odor free and free of fleas
- Accompanied by a responsible family member/friend
- Pets must be in a carrier or on a leash when outside of the patients room and are not allowed in the common areas.
- Pets are not permitted on the furniture

NOTE: Pet escorts are responsible to clean up behind the pet.

Discharge from Sakura House- As with all things in life, sometimes circumstances change.

- Sometime the patient improves or stabilizes enough to consider leaving Sakura House for a while. *This is cause for celebration!*
- *This allows Sakura House to continue to provide palliative care to others in active need.*

- However we recognize that often this is also cause for concern; where and how will care be provided? Discussions and planning will begin well in advance of the Ministry of Health's mandated length-of-stay-limit of 3 months.
- The Sakura House Care Team will work closely with the patient, family, physician and community care team to develop a best-fit plan including re-admission when/if needed.