



## **Sakura House Important Information for Patients and Families:**

### **Visitors:**

- Only 4 essential visitors per patient (MUST be the same 4 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

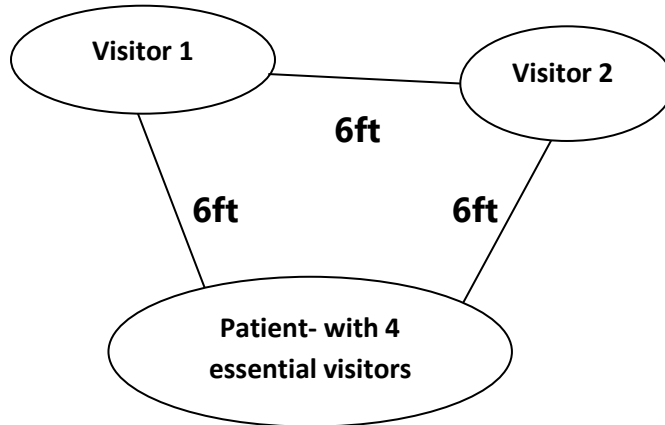
### **Courtyard Visits:**

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.

### **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.

**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.