
Visitor Guidelines – Essential Caregiver Update

COVID-19 Update 13.0 – September 26, 2020

Dear Families & Friends,

Today, I wanted to provide a quick update on the progress with our new Essential Caregiver program. As noted recently, we know how critical a part each of you play in our resident's lives and are working hard to put processes in place for these new visits.

As we finalize the details of our procedures, this week we will begin to work with those family members who are being appointed as “essential caregivers” to complete the required declarations and review all associated guidelines in preparation to begin visits October 5th.

If you are being appointed as an “essential caregiver”, please call the Home's Administration staff to complete the registration process and to schedule your upcoming visits. All caregiver visits must be scheduled with the Home in advance.

GENERAL INFORMATION – VISITOR GUIDELINES

Enjoy a Meal Together – Families may now purchase a meal from local restaurants or contact the Home's Dietary Department to order a “meal” so you can enjoy a picnic together on the grounds of the home. We continue to request that families not bring in home prepared food.

Resident Outings: Walk Around the Property – Should you wish to take your loved one on an outing, we encourage you to remain on the property to avoid risk of COVID-19 exposure with the recent increases we are seeing across the province and our own communities. As the leaves change, the scenery at our homes provide a lovely setting for fresh air and sunshine.

Indoor & Patio Visits – We welcome you to enjoy a supervised indoor or patio visit while the weather is still beautiful and warm. We are planning to continue these as the days get cooler by looking at getting heaters and other options to allow these to continue into the fall.

Window Visits – For those who may be reluctant to venture outdoors with their loved one, a window visit is still a great way to spend time together. Call to book your window visit today.

Skype, Zoom & Face Time – These forms of communication with your loved one continue and have proven very valuable in connecting and staying in touch. Don't hesitate to let us know if you would like to connect with your loved one through this technology.

There are many ways to see your loved one, but we do ask that you **call ahead to book your visits**. To safeguard your loved one's health, it's critical that we have staff available to ensure all the screening, PPE checks and paperwork is completed. We thank you for your continued understanding and patience with these pandemic guidelines.

Sincerely,

Jane