

Visitor Responsibilities

Visitors play a vital role in protecting the health of Cassellholme Residents. Let's work together to increase visits while still providing the best possible care.

Since COVID-19, the way family and friends visit Residents in Cassellholme has changed.* We know it hasn't been easy for anyone and we appreciate all of your support as we navigate this pandemic.

This guide explains your responsibilities as a visitor and the important safety tips to follow while in Cassellholme. For more information, check our [website](#) and/or [Facebook](#) page before your visit.

All visits must be booked in advance by calling 705-474-4250 ext. 300.

Spouses can book a 30 minute indoor visit each day – Monday to Friday.

POAs/SDMs can book one 30 minute indoor visit per week – Monday to Friday.

If not visiting indoors, POAs/SDMs/Spouses can book two 30 minute outdoor visits per week and are allowed an additional visitor.

While you may bring food to your Resident, YOU CANNOT EAT OR DRINK while at Cassellholme. Removing your mask will end your visiting privileges. The regulations are very strict for our reopening.

Additional outdoor visits will be booked based on availability and subject to change based on demand. If there are more requests than appointments, priority will be given to Residents experiencing clinical or emotional decline.

Before coming to Cassellholme:

- ✓ All Visits must be booked in advance. When booking, you can request one of our iPads to bring others into your visit electronically.
- ✓ Stay home if you are sick.
- ✓ Leave gloves and cloth masks at home. Hospital grade masks will be provided. A mask must worn at all times while visiting.

Visiting Cassellholme:

1. At the entrance, you'll be screened – including a temperature check.
2. As you enter Cassellholme, wash your hands.
3. If you're visiting indoors, you'll be escorted to and from your Resident's room.
4. Wash your hands again before entering a Resident's room.
 - » During your visit, follow the current public health orders. Please limit your movement in the building to visiting your loved one.
 - » If you're assisting with meal service, your visit timing will be adjusted to allow for both.
5. Wash your hands when leaving a Resident's room and exiting Cassellholme.

You must follow these guidelines to be allowed to visit at Cassellholme.

** As our priority shifts to indoor and outdoor visits, window visits and local video/phone calling will be suspended.*

How to Wear a Mask



1 Clean your hands with soap and water or hand sanitizer.



2 Hold the mask by the ear loops and place a loop around each ear.



3 Mold or pinch the stiff edge to the shape of your nose.



4 Pull the bottom of the mask over your mouth and chin.



5 Avoid touching the front of the mask when wearing.

How to Remove a Mask



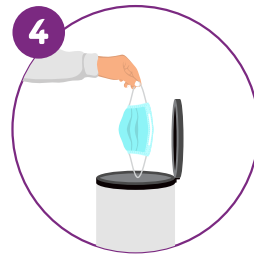
1 Clean your hands with soap and water or hand sanitizer.



2 Avoid touching the front of the mask. Only touch the ear loops.



3 Hold both of the ear loops and gently lift and remove the mask.



4 Throw the mask in the trash.



5 Clean your hands with soap and water or hand sanitizer.