

Visiting in September

All visits must be booked in advance. To set up indoor, outdoor or walking visits call 705-474-4250 ext. 300, Monday to Friday, 10 a.m. to 6 p.m.

Indoor Visits

- ✓ You need a negative result from a Covid test in the past two weeks.
- ✓ One visitor at a time, max 30 minutes per visit.
- ✓ You'll be given a mask and must keep it on for the duration of your visit.
- ✓ If you'd like to visit daily, you will be given the same weekday time slot. Families may alternate who visits each day, but they must keep the designated time slot.
- ✓ An escort will meet you at the front door and take you to the room. Remain there until your escort returns at the end of your visit.

Outdoor Visits

- ✓ Residents can receive two visitors at a time for a 30 minute visit.
- ✓ Bring your own face covering and wear it for the visit [unless eating].
- ✓ An escort will meet you at the Oval Garden gate to screen you and take your temperature. They'll bring you to your Resident at your assigned visiting area. Remain seated until a staff member comes to assist your loved one at the end of your visit.
- ✓ You must stay at opposite ends of the table [six feet apart] for the duration of your visit.
- ✓ Treats and packages are welcome. Please give them to a staff member for safe delivery.

Walking Visits

- ✓ You need a negative result from a Covid test in the past two weeks.
- ✓ Indoor visits can't be changed into a walking visit without advanced notice.
- ✓ Staff will bring your Resident to the Oval Garden gate, so you don't enter the Home.
- ✓ Bring your own face covering and wear it for the visit. Practise social distancing.

Palliative Visits

If your loved one is moved to Palliative Care, you are allowed to visit 24 hours a day, 7 days a week. All other Indoor Visitor Guidelines still apply.

- ✓ A negative result from a Covid test in the past two weeks is strongly recommended.
- ✓ Maximum of two visitors at a time.
- ✓ An escort will meet you at the front door and take you to the room. Remain there until your escort returns at the end of your visit. Ring the call bell if you need help.

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

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 while at 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.

While you may bring food to your Resident, you cannot eat or drink indoors while at Cassellholme. Removing your mask indoors will suspend your visiting privileges.

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.

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

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

How to Wear a Mask



Clean your hands with soap and water or hand sanitizer.



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



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



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



Avoid touching the front of the mask when wearing.

How to Remove a Mask



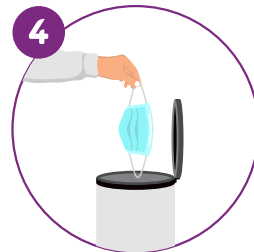
Clean your hands with soap and water or hand sanitizer.



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



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



Throw the mask in the trash.



Clean your hands with soap and water or hand sanitizer.