

# Indoor/Outdoor Visitor Guidelines

**Please Note: Subject to change**

We are all very excited for our residents to have in-person time with their families.

The following guidelines are based on directions from Shared Health Services:

- Please drop off sunscreen for your loved one prior to your first visit; Donwood staff will apply it prior to going outside to visit.
- All visits **MUST** be **PRE-BOOKED** through [www.donwoodmanor.org](http://www.donwoodmanor.org) and **must** be booked **THREE days in advance**. Each day, visits are arranged by units to minimize mingling of residents between units; there will be a maximum of **ONE** resident visiting at a time and a maximum of **16 slots a day**. Virtual visits are available on a case by case basis, Monday to Friday from 10:00 am to 4:00 pm and special consideration will be given to families who reside out of town.
- All visitors **MUST** be screened prior to visiting including temperature check.
- A maximum of **TWO essential visitors per resident** per visit and must practice physical distancing guidelines. Visitors cannot switch out during your scheduled visit and there is a limit of **ONE visit per week at this time**.
- Scheduled visits are **20 mins** in length and in a **DESIGNATED area**.
- **Food** items can be delivered to the vestibule for loved ones, staff will deliver items to each unit. If you are bringing food for an Indoor/Outdoor Visit, **please do not** bring food items into the building during screening. Rather, please place on table in the vestibule where you can pick it up on the way to your indoor/outdoor visit. Food and beverages **CANNOT** be shared, please designate items for **Resident only**. Please continue to bring items intended for Residents (including food not consumed during visit) into the PCH vestibule. These items will be appropriately cleaned and sanitized prior to delivery to your loved one.
- Pets are **NOT** permitted.
- There is **NO** access to either the PCH other than designated visitor room or EPH. **NO** washroom facilities on-site.
- Please follow markings and signage.
- Donwood Manor reserve the right, at its sole discretion, to cancel outdoor visits due to inclement weather (34C with humidex, rain, etc), insufficient staff resources or non-compliance of visitors. In case of bad weather, outdoor visits will be changed to indoor visits (if visitor so chooses). If you need to cancel please call 204-668-4410 during office hours or call/text **204-918-1707**.

## **As a visitor:**

- Use Hand Sanitizer provided
- Must wear a non-medical (cloth) mask during indoor visits. (This is not required for outdoor visits, but is encouraged)
- Practice Physical Distancing - Keep **TWO metres** apart and you **cannot** make contact