

Dear Family Member,

We are so excited to announce that Northwood will be contacting families and scheduling outdoor visiting beginning next week. We know how much you have missed your loved ones and they have missed you! These outside scheduled loved one's visits are set up under direction from Department of Health and Wellness and Public Health regulations.

Before we begin calling and scheduling families, we want to include you in our plans and make you aware of how these visits will look.

Only two visitors allowed per resident.

You may notice a number of possible changes with your loved one, as you have not seen them in person for several months. Some of these changes may include:

- Weight loss
- Increased frailty
- Cognitive decline
- Sadness from isolation

We will have Social Workers who will check in with you by phone for support.

We will be opening up visits in a designated outdoor space behind our Great Room and will begin with a 30 minute family visit. You will be sharing the space with two other families and their resident, and each will have their marked space. We are aiming for 8 family visits for the first day, with an increase going forward. These visits will be scheduled 7 days per week to accommodate an initial visit for all residents. Please note, you will not have access to washroom facilities.

It is critical that you be on time for your visits. Being late will shorten your visit and may impact the next family's time. The Scheduler will contact you if, for any reason, we have to postpone your visit. Please contact the Scheduler if you are not able to make your visit.

Let us walk you through the guidelines for these visits:

- Our Scheduler will call to give you an appointment time and date.
- On that scheduled date, you will come to Northwood Bedford Campus and park in our visitor parking area.
- Please do not bring anything with you for the resident.
- In order to practice social distancing, please wait in your car until close to your scheduled visiting time.
- Make your way to the front entrance.
- You will be met at the front door by a screener, who will ask you a series of questions similar to the ones attached to this letter. Your temperature will be taken, and then you will be asked to use hand sanitizer for your hands and also to clean your phone.
- A staff member will make sure you have your mask appropriately placed. They will then accompany you to the visitation area where you will meet with your love one. We are sorry to say that you will not be able to touch as per Department of Health guidelines.
- Your visit will last 30 minutes.
- Staff will accompany your loved one back to their floor. You will be accompanied to an area to disinfect your hands. You will then exit the area.

We know there are many questions regarding the restrictions of these visits. Please know that we are doing the best we can, while following the government guidelines and the large amount of residents in our facility.

Resident: _____

Date: _____

Scheduled Visit Time: _____

Visitor: _____

Arrival Time: _____

1. Do you have any of the following symptoms?	Yes	No
Fever (or chills or sweats)	Yes	No
New or worsening of a previous cough	Yes	No
Sore throat	Yes	No
Headache	Yes	No
Shortness of breath	Yes	No
Muscle aches	Yes	No
New or worsening sneezing	Yes	No
New or worsening nasal congestion or runny nose	Yes	No
Hoarse voice	Yes	No
Diarrhea	Yes	No
Unusual fatigue	Yes	No
Loss of sense of smell or taste	Yes	No
Red, purple, or blueish lesions (spots) on the feet, toes, or fingers without clear cause?	Yes	No
2. In the last 14 days, have you or someone in your household travelled outside Nova Scotia?	Yes	No
3. In the last 14 days, have you or someone in your household had close contact (i.e., within 2 metres / 6 feet) with someone confirmed to have COVID-19 infection?	Yes	No
4. Are you or anyone in your household awaiting results from a COVID-19 test?	Yes	No

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