

We are pleased to provide the updated guidelines for family/resident connections and visiting based on recent Department of Health and Wellness (DHW) directives. It is our goal to follow public health directives as they arise and/or change, and take each stakeholder's needs into consideration while ensuring all restrictions are followed to maintain, first and foremost, a safe and comfortable visit.

Our outdoor visits continue without any changes. Our Recreation staff and added Long-Term Care Assistants (LTCAs) continue to work within the directives prescribed by Public Health. Non-medical masks are permitted for outdoor visits. Children are able to visit as long as they are able to follow these measures; e.g. wear a mask and social distance effectively.

We will maintain pre-screening at our outdoor screening area, and visitors will be escorted to their visit location for both indoor and outdoor visits. Residents or their substitute decision-maker (SDM) can now designate an unlimited number of people who are considered to be permitted to visit indoors. **However, all indoor visits continue to be restricted to 1 visitor at a time, and they must be on the list that is to be provided by the resident and/or SDM.**

Visitors for both indoor and outdoor visits will continue to be screened prior to the visit and at arrival. Medical masks are required for indoor while non-medical masks can be used for outdoor visits. Brief physical contact is permitted while wearing masks and completing hand hygiene before and after the contact.

We continue to have visits indoors in designated areas only. We are working on a plan to increase our ability to accommodate an increased number of visits as per public health directives.

For the Halifax Campus please call 902-943-0447 to book your indoor and outdoor family visits. For the Bedford Campus please call 902-407-8520. Indoor and outdoor visits remain weekly with a duration of 30 minutes per visit.

Resident Movement

New change - Transportation to non-urgent medical appointments, e.g. dental cleanings, hearing tests, vision tests, massage therapy etc., by family is now permitted, but precautions are still advised, and information will be required to be disclosed, including:

- Transportation is restricted to going to and from the non-urgent appointment only.
- Family members must notify the facility (RN/LPN for the floor/home, the nurse manager or social worker) with at least 24 hours' notice prior to the appointment.
- The following information will be collected for all non-urgent medical appointments – purpose of the appointment, time and location and contact information for appointment site. If contact tracing is required by public health at a later date this information will be needed.

- Mode of transportation and information on who will be accompanying the residents, including contact information. **It is critical to limit the number of people to only those required to assist the resident during the transportation, and to reduce potential contact.**
- If private care staff are required to support the transfer to the appointment, Northwood Health Services Agency is a preferred mode of liaising as their contact information is readily available.
- Pre-screening will occur regarding COVID-19 symptoms, and contact tracing will be completed with the family and/or pertinent SDM.
- On the day of the appointment, family members will be screened and required to complete hand hygiene at the door when picking up, and both residents and family members/SDMs will be screened and complete hand hygiene when residents return to the facility.
- Masks must be worn. A medical mask will be provided by the facility to the resident and non-medical mask is acceptable for family. If a resident or family member cannot wear a mask, the appointment may need to be postponed or cancelled. The risk of contact to COVID-19 increases without the use of masks. **Family members or residents who cannot wear a mask will not be able use this method of transportation to appointments.**
- Residents will be escorted by staff to and from their floor/home to the front entrance of their building. At the Halifax Campus, the Manor Entrance is for tenant-access only.
- It is essential that residents attend the appointment only, and then immediately return to the facility directly afterward.
 - Please note: Every health care facility, institution, and/or organization will have their own COVID19 procedures, protocols, and/or guidelines that will be required to be followed. Please ensure you know and follow these criteria prior to and when attending the appointment.

Main Street Access

Residents continue to independently come down and/or off their floors/homes. There has been good compliance with the scheduled times, wearing of masks, avoiding congestion, and maintaining physical distancing to date. Residents are to wear masks when leaving their floors/homes, and at all times when on the main street.

Resident Programming

At the Halifax Campus, Recreation staff are currently providing a limited number of small programs while adhering to public health directives, i.e. 10 people at maximum, and with people from the same floors. At the Bedford Campus, small programs within the homes will be beginning soon.

At the Halifax Campus, physiotherapy appointments will resume in the physio gym. Please note that it will be limited, due to physical distancing requirements and disinfection requirements between appointments. The physio gym at the Bedford Campus has resumed.

Other services are continuing on floor/home visits, and services: e.g. Social Work, Occupational Therapy, Hospice, and Spiritual Care.

Hair Salon

Residents are enjoying the return of the stylists. All stylists are following the precautions set by the Cosmetology Association.

Packages for Residents

Packages are arriving and are delivered to the residents. Again, we ask that perishable items not be dropped off as it may take up to 24 hours to deliver these items to each resident.

Smoking

Residents who smoke are able to come to a designated outdoor area at scheduled times to ensure social distancing.

Staff

Staff continue to be screened for symptoms when entering the facility, continue to wear medical masks at all times, and physically distance when on breaks. Consistent staff are assigned to specific floors/homes and any staff who float to cover shifts, when required, are assigned to either the Centre Building or the Manor Building at the Halifax Campus.

Anyone entering a floor is required to sign-in when arriving, **with no exceptions.**

Our staffing levels have returned to pre-pandemic numbers, and redeployed staff from other facilities have now left the **Halifax Campus**. Their assistance was beyond appreciated, and served as an amazing example of being Nova Scotia Strong!

People who were hired as pandemic-relief have now completed their term with us, however, we have received additional funding for LTCAs to support the screening process, family visiting, and resident engagement on the floors.

Staff who have worked hard throughout these past few months are able to take some well-deserved vacation time off.

Tenants

Tenants continue to be restricted from the main street at this time, however, our community wellness team is creating some tenant-specific programs on the Manor main street. Residents do not and are not able to access the Manor main street.

Tenant move-ins continue.

We are pleased to work within the public health directives to further ease some of the long-term care (LTC) restrictions while maintaining safety as our top priority for everyone. It is important to maintain a quality of life, especially with regard to the importance of resident and family connection to attain and maintain well-being.

It is also important to note that for LTC facilities in the province, the diagnosis of one resident or one staff person identified to have COVID-19 is considered by public health to meet the criteria for an outbreak and all easement of restrictions must then stop in such an event. We will continue to monitor public health updates and reduce the restrictions only as we feel can be done so safely and within our resources.

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