

January 5, 2021

Please see the attached process for resident items to be dropped off at a Northwood Facility:
During the COVID-19 pandemic, residents may need essential or non-essential items from outside the facility or belongings from home. This process pertains to accepting gifts from family/support person(s) or designated caregivers/individuals who wish to drop off items for residents living at a Northwood facility.

Family Drop Off Instructions:

1. Follow provincial guidance for self-screening for signs and symptoms of COVID-19. Items should not be brought in from a home where individuals are on self-isolation or symptomatic individuals are present.
 - a. Delivery of the personal items/belongings should be deferred until the isolation period has lapsed and/or symptoms have resolved.
 - b. If a resident requires an item on an urgent basis, arrangements should be made by the family, to have an alternate person who is not on self-isolation and who does not have symptoms to pick up and deliver items to the facility.
2. Wear a face mask when entering and in the facility.
3. Arrive at the designated visitor entrance and report to the screening desk or other designated area.
4. Ensure all resident clothing items are freshly laundered.
5. Place resident clothing and personal items in a clean, disposable plastic bag for delivery. Please do not use suitcase, duffle bags etc.
6. Ensure food items are pre-packaged, non-perishable commercially prepared food items, or single-serving homemade food items.
Food items must not require refrigeration or heating, and must be in a disposable container. Containers and leftovers will be discarded.
7. Perform hand hygiene upon entry and exit from the facility.

Staff Process for Receiving Items:

1. Screeners accepting a drop off will fill out information sheet regarding resident name/date/time/item and individual dropping off item
2. Screeners receiving the items will perform hand hygiene and put on clean gloves before handling any items being delivered.

3. The screener takes the item and puts it in a clear bag with zip tie. This is given to the receptionist at center desk.
4. Reception calls floor to notify that an item has been received
5. Designated staff members should deliver items to the resident.
6. If the resident is unable to manage unpacking the delivered items, assistance may be provided. The staff member should put on gloves before helping the resident, discard the bag after removing the items, then remove the gloves and perform hand hygiene.
7. If the resident is on Additional Precautions, staff may accept and deliver items using the correct PPE as outlined on door signage.