

# HALIFAX CAMPUS HOTLINE - 902-454-4408

## INDOOR VISITS

- Visitor is escorted to designated visiting space.
- Masks (medical) are required to be on at all times for both residents and families.
- A brief hug/physical contact can occur with masks on.
- No food or drink can be consumed during visit.
- Two visitors are now able to visit at the same time. The Designated Caregiver is also welcome to join the visit as a support person and does not count as one of the two visitors permitted.
- Visits are 30 minutes in duration.
- A one hour visiting slot is now available each day from 1-2pm for anyone who requires a longer visit. These visits are booked on a first come basis.

**Booking: Monday to Friday  
8:00 AM - 4:00 PM.**

**Weekend bookings: Must be  
Arranged by 4:00 PM on Friday.**

## DESIGNATED CAREGIVER VISITS

- Two Designated Caregivers are identified by the SDM and/or the resident.
- Training will be scheduled for the Designated Caregivers.
- Training is required prior to an initial visit.
- Designated Caregivers will sign-in and out and may visit daily after 10am.
- All Designated Caregivers must exit the facility by 8pm.
- Only one Designated Caregiver per resident may visit at one time.
- Infection control procedures and mask etiquette must be followed during visits.

## VIDEO CALLS

- Available using FaceTime or Google Duo.
- Appointments are booked for 30 minutes.

**THE HOTLINE IS NOT USED FOR MEDICAL APPOINTMENTS**

Please follow the instructions below.

### MEDICAL APPOINTMENTS

Halifax - 902-454-8311, ask for floor that the resident resides on.

- Residents and/or their accompanying support person (ASP) call the floor LPN and/or RN to schedule a medical appointment.
- Required Public Health information will be reviewed at the time of booking.
- All bookings must be 24 hours in advance.
- Visits must be approved by the Substitute Decision Maker (SDM) if the resident isn't their own decision maker.
- Residents are to be picked up and returned via the Centre entrance at the Halifax Campus, (2615 Northwood Terrace).

# DRIVES WITH DESIGNATED FAMILY CAREGIVER

We are very pleased to announce that effective February 1st, 2021 Northwood is able to support Designated Family Caregivers taking loved ones for a sightseeing drive. (Parameters attached) Here is how you may arrange for this to happen:

## BOOK AN APPOINTMENT AND WAIT TIME

## Contact Visitation Hotline at (902) 454-4408

A return call may take up to 48 hours.

## NOTICE NEEDED

24 hours. A weekend drive should be booked 24 hours before the end of day on Thursday.

## TIMES DRIVES MAY BE SCHEDULED

Starting 10 a.m. and ending 7 p.m.

## WHERE DO I ENTER THE BUILDING TO PICK UP MY LOVED ONE?

You must enter via 2615 Northwood Terrace and be screened by the Center Screeners who will have the schedule of booked drives for your day.

## WHO CAN GO ON THE DRIVE?

1 or 2 DFCGs with 1 resident

## CAN I GO TO THE FLOOR FOR MY LOVED ONE?

DFCG may go to the floor to get their loved one. This will require parking in the lot and retrieving your car once you have your loved one on the Main Floor.

## ARE STOPS PERMITTED?

Once in the car you are not to exit the car until returning your loved one to Northwood. No drive through stops are permitted either.