

Frequently Asked Questions from DCG/Family

- Can DCGs still be swabbed at Northwood? Why or why not?
 - Yes, this remains an option or they can visit community clinics. It is important for DCGs to continue to participate in asymptomatic swabbing. It is also important that if a DCG has even one symptom that they do not come to the facility, please use the website <https://covid-self-assessment.novascotia.ca/en> or call 1-888-935-8261.
- Did Public Health suspend the DCG Program or did Northwood? DCGs were under impression they would be able to continue caring for loved ones during an outbreak.
 - Northwood suspended the program for 24 hours like the other 4 long term care facilities that had experienced COVID-19 positive staff. This allowed us time to ensure that the precautions in place met Public Health requirements and to respond to the situation. We are committed and understand the importance to both residents and families to continue their connection and we are so pleased to have reactivated the program with additional precautions.
- How long is the suspension approximately? What is the process to allow DCGs to re-enter?
 - We paused for only 24 hours. A pause may happen from time to time as the community or internal situations change. We need to ensure all safety measures are in place for everyone safety.
- How can family drop off things for residents?
 - At this time there is no quarantine for items required. We do ask that perishable items not be dropped off as it is difficult to ensure it can be delivered to residents.
- Are residents able to go out to medical appointments?
 - Current essential medical appointments can continue.
- Are residents able to still go out for drives?
 - We are waiting for direction from Public Health.
- Are FaceTime Visits available?
 - FaceTime visits are available, please call 454-4408 selection 3 to arrange a visit.
- What information can be disclosed to DCG/family regarding floors for which their loved one **does not live**?
 - Families and residents living on that floor will be informed of any positive cases on the floor. We are unable to provide Personal Health Information of residents or staff however are committed to keeping people informed. DCGs/SDMs will be notified which floors have had a positive staff or resident case.
- How will families receive updates on residents?

PHONE COMMUNICATION - Phone calls will be made to the Substitute Decision Maker (SDM) only. Northwood would ask that the SDM inform other family members of any updates.

- Informing the SDM (of any change in a resident's condition).
- A call to the SDM to inform them if a resident has had a positive test result.
- A weekly call to provide a general update to the SDM. This may include a negative test result, status of the number of infections on the unit where your loved one lives, a resident room change, etc. Updates on residents receiving end of life care will be provided to the SDM daily or more often based on the resident's condition and status. Visiting at end of life will be available.

PHONE VISITATION BOOKING – Booking information is located on the Northwood website under Info for Families.

The website will be updated with information on resident and family engagement opportunities such as:

- Indoor and outdoor visits
- Designated Caregiver visits
- Resident visits to family homes
- Video calls
- Medical appointments

WEBSITE UPDATES

- Locations of new infections
- Number of new infections
- Number of active cases
- Number of recovered
- Updates on restrictions
- Frequently asked questions, FAQ Documents
- Links to critical Public Health Documentation

WEEKLY EMAIL UPDATES

- Mass email message to the Long Term Care email lists for Halifax and Bedford campuses.
- Include updates on the number of cases, restrictions, and other general

COVID information.

VIDEO MESSAGING

- Weekly online press conference and or video messages. These messages will be posted on the Covid-19 Updates section of the Northwood website