



515 Langs Drive
Cambridge, ON N3H 5E4
T: 519.653.5719
F: 519.650.1242
www.fairviewmh.com

726 New Hampshire Street
Waterloo, ON N2K 4M1
T: 519.885.4810
F: 519.885.6720
www.parkwoodmh.com



September 8, 2020

Welcome Essential Caregivers

Parkwood Seniors Communities is happy to extend our visiting policy to include the essential caregiver role and welcome families/essential caregivers back into our home in this new format. We recognize the important role that families play in the overall wellbeing of the residents, and look forward to you re-establishing those connections, even though it will be a different way than it was pre-pandemic.

The visitor policy, located on the website, provides information regarding the essential caregiver. Key highlights include:

- The resident or Substitute Decision Maker (SDM) will determine a maximum of two (2) caregivers; this will be completed in writing. The form to establish the caregivers is on the website. Send completed forms to cnormandeau@parkwoodmh.com.
- To make a change, a new form must be completed.
- When you arrive for the first time, and monthly thereafter, the caregiver will attest that they have been provided and have read the education package, located on the website.
- Upon arrival, caregivers must pass active screening. **As an added precaution, we are asking everyone to show their negative COVID-19 test results every time they visit.** We request your cooperation for the safety of everyone in the community.
- A procedural medical mask will need to be worn for the duration of the visit. There are hand sanitizers located throughout the home. We ask you to sanitize often and when it is appropriate.
- You are able to bring gifts (flowers, plant) directly to your resident. You may also bring commercial drinks/food. Please do not share items with other residents.
- You will be required to sign in and out in the visitor log book when you arrive and leave.
- After you have signed in, caregivers will need to go straight to your loved one's room. Please keep a 2-meter distance from other residents and team members when you are in the community. If your loved one is in a shared room, you may be asked to step out of the room momentarily if the other resident in the room requires assistance that cannot maintain that 2-meter distance.

Parkwood Seniors Community will welcome essential caregivers to the Home after 10:30 a.m. on Wednesday, September 9, 2020.

Just a reminder, if the Home was to go into outbreak or the resident is self-isolating, only one essential caregiver will be able to visit at a time. Also, a caregiver may not visit any other resident or home for 14 days after visiting a home that is in outbreak or a resident that is symptomatic.

We look forward to you re-uniting with your loved one in this new format. We know the residents are going to benefit both emotionally and psychologically from these increased visits.

Thank you again for your continued support of our community. We look forward to seeing you soon.