

August 19<sup>th</sup>, 2020



## Maplewood Care Society visiting update

By all reports from our Residents, families and staff, our visits have been an overwhelming success at both sites. We continue to offer safe options to meet a variety of family and residents' needs. The designated visitor visits, outdoor plexiglass visiting center, zoom, facetime and coordinated phone calls have helped families stay connected during these unprecedented times. We are working at streamlining the booking process by having designated email addresses, phone numbers, and an online booking option is coming soon.

### Maplewood House

mwhvisitorbooking@maplewood.bc.ca  
604 870 7564

### MSA Manor

msavisitorbooking@maplewood.bc.ca  
604 425 3093

## What to expect when you come for a visit:

### Prior to visit:

- Contact the Social Coordinator team to request a visit
- You will receive a call from the team with available times for your visit
- All visits must be pre-booked, no exceptions
- Visits will be scheduled for 30 minutes
- Currently, the last booking time is 4 pm
- Please arrive at least 5 minutes before each scheduled visit
- You are to bring your own mask for in-house designated visits which must be worn for the duration of the visit
- Please be aware there are no washrooms accessible during visit, so please plan ahead

**\*\*If you are experiencing any signs of illness, please postpone your visit and call to reschedule\*\***

### At the time of your visit:

- The visiting areas have been thoroughly cleaned to keep both yourself and your loved one safe.
- Reminder these are **no-touch visits**. Physical distance will be required at all times, and you will not be able to hug, kiss, or touch your loved one.

- Please wait outside at the bench; you will be greeted there
- You will be screened (asked health questions and temperature taken)
- Please use hand sanitizer provided
- We will review hand hygiene, cough etiquette and how to don and doff your mask (for in-house designated visitors)
- You will be escorted to the area where your visit is occurring
- You are to maintain the 2-meter social distancing protocol
- A staff member will be in the area to support as needed
- You will be escorted back to the front entrance after your visit is complete

**\*\*In the event of a positive COVID-19 case in the home, we will cancel all scheduled visits. You will be notified.\*\***

We value your input; how did your visit go? Please let us know