

FREQUENTLY ASKED QUESTIONS

To help families arrange and prepare for their visit to our home, we hope the following information will be useful.

1. How can I schedule a visit with my loved one?

You can schedule your visit by contacting Sarah Ricci at sricci@southbridgecare.ca or phone us at 519-925-3746.

On the day of your visit, we recommend that you arrive 5 minutes before your scheduled visit to complete the screening process.

Please note, if you do not pass the screening requirements, the visit will not be allowed to proceed.

We would also like to remind everyone that you will not be permitted to bring outside food and/ or drinks with you.

No pets will be permitted at the visit (exceptions are made for service animals).

2. Are there dedicated visiting hours (ie. 9:00am – 5:00pm)?

Family visits will be scheduled during the following times only:

Tuesday, 10:00a.m - 12:00p.m.

Tuesday, 1:00p.m. - 2:00p.m.

Thursday, 10:00a.m - 12:00p.m.

Thursday, 1:00p.m. - 2:00p.m.

Visits will also be limited to 30 minutes, and time will be closely monitored to ensure as many people as possible have the opportunity to visit their loved ones.

The time between visits is vital for cleaning and sanitization of visiting spaces, so we ask that all families adhere to their time allotment. Late arrivals will not be afforded extra time.

3. Can I schedule multiple visits over several days with my loved one?

In order to accommodate equitable access for all families, residents will be limited to one visit per week.

Exceptions will be made for families with a loved one who is at end-of-life.

In the event that more visits can be accommodated in the same week, we will inform families.

4. I've been tested and had a visit last week, but it's now been more than 14 days since that test, and I'm scheduled for another visit with my loved one this week/ next week. Do I need to get re-tested?

Yes.

The provincial government requires all visitors to long-term care homes to have had a negative COVID-19 test within 14 days of their visit.

Please see Q7 for more information on testing in our area.

5. Do I need to bring my own PPE, or will the home provide masks, gloves and gowns?

The home will provide visiting families with masks and will instruct them in its proper use.

Anyone who refuses to wear proper protective equipment, or is found to be removing their PPE while visiting, will be asked to leave immediately to protect the health and safety of other residents and staff.

The home will also provide access to hand sanitizer, and we ask that visitors use it before and after their visit.

6. If there is inclement weather, can my visit be moved into the home, or will I have to reschedule?

Cancellations may occur due to space capacity, weather, declaration of an outbreak, staffing availability, PPE limitations or other extenuating circumstances.

In the event that a visit cannot take place outside, one of the following options will be provided:

- Families will be given the opportunity to reschedule their visit;
- Families can opt to have a window-side visit; or
- A FaceTime or Skype visit will be arranged.

Visitors are not permitted to access the interior of the home for any reason during a visit, including to use the washroom facilities.

7. Where can I go to get tested before my visit?

Wellington-Dufferin-Guelph Public Health is responsible for administering COVID-19 testing. Currently, testing sites are located at:

Location	Hours of Operation
Victoria Road Recreation Centre 151 Victoria Rd. North Guelph, ON	Monday through Friday 8:00a.m. to 8:00p.m. Saturday and Sunday 9:00a.m. to 4:00p.m.
140 Rolling Hills Dr. Orangeville, ON (via Highway 10)	9 a.m. to 5 p.m. daily, 7 days per week. Please note, the last car will be added to the line at 4:30 p.m.
Mount Forest Sportsplex 850 Princess St. Mount Forest, ON	Monday, Wednesday, Friday from 10:00a.m. – 6:00p.m. Closed from 12:30-p.m. – 1:30p.m. Closed on weekends.

For the latest information on testing and testing locations, please visit WDG Public Health’s website at <https://bit.ly/3envKKo>.

8. Are there any restrictions on how many people in my family can come for a visit?

In the interests of protecting the health and well-being of our vulnerable residents, only one family member will be permitted to visit at a time.

Families should arrange amongst themselves who will visit the resident for the week.

9. I have a question that wasn’t covered in this document. Where can I go to get it answered?

If you have additional questions about how to arrange or prepare for a visit with your loved one, please contact us at 519-925-3746 and a member of our team will be happy to assist you.