

WINDSOR COURT RETIREMENT RESIDENCE (2020) LTD.
OPERATIONS MANUAL

NURSING DEPARTMENT/RESIDENT SERVICES SECTION

Last updated March 29th, 2021:

- Changes to Movers section on page 5
- Changes to the FAQ: “When are the vaccines coming?” on page 14

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Windsor Court Retirement Residence Covid-19 Operational Plan

Screening & Assessment of Residents

All Windsor Court residents will be screened by the healthcare staff for Covid-19 symptoms twice a day, every day. Residents will be screened once by the day shift staff in the morning and once by the evening staff.

A Covid-19 screening tool has been developed for each healthcare aide zone (Upper ground & second floor, third floor and fourth & fifth floor). The screening assessment tool prompts the healthcare staff to assess the residents for all Covid-19 symptoms: Fever (temperature >37.8), cough, shortness of breath, runny nose, nasal congestion, sneezing, hoarse voice, difficulty swallowing, sore throat, diarrhea, chills, muscle aches, headache and malaise.

If any Covid-19 symptoms are identified, the resident is to be immediately isolated in their apartment on droplet/contact precautions and the Charge Nurse is to be made aware. The Charge Nurse will request a Covid-19 test for the resident.

While on droplet/contact isolation, the resident will remain in their apartment at all times, unless they need to be transferred to an acute care facility for emergent treatment. They will have all of their meals delivered to their room.

If the symptomatic resident lives with a significant other, the significant other will be isolated with the symptomatic resident. The symptomatic resident must remain on isolation at least until a negative covid-19 test result is received. Depending on the resident's symptoms, the resident may require isolation beyond the negative covid-19 test result.

Travel Exemptions

Some people have an exemption to travel outside of New Brunswick or to a Red or Lockdown zone in New Brunswick, for work or other. Although they may be exempt from isolating upon returning to the region, they will not be permitted to enter Windsor Court for 14 days following their return. Furthermore, they will also not be permitted to take Windsor Court residents for off-site visits. This is due to the majority of Covid-19 cases in New Brunswick being a result from travel outside of New Brunswick.

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Admissions

There will be no admissions of individuals who have been diagnosed and are actively ill with Covid-19. Admissions of individuals who have been diagnosed with Covid-19, but have since recovered will occur only once cleared with Public Health.

All residents being admitted or readmitted to Windsor Court from a healthcare facility or the community will be screened by the Charge Nurse upon admission using the Covid-19 Admission Screening form. The Covid-19 Admission Screening form prompts the Charge Nurse to assess new admissions with the following questions:

- Have you (new resident) or any of your close contacts travelled outside of New Brunswick or to a Red or Lockdown zone in New Brunswick in the past 14 days (this includes those with travel exemptions)?
- Do you (new resident) have any Covid-19 symptoms (Fever (temp > 37.8), Cough, Shortness of Breath, Runny Nose, Nasal Congestion, Sneezing, Hoarse Voice, Difficulty Swallowing, Sore Throat, Diarrhea, Chills, Muscle Aches, Headache, Malaise)?
- Have you (new resident) had contact with anyone who is being tested for Covid-19 or who has tested positive for Covid-19 in the past 14 days?

Admissions from a Healthcare Facility and the Community – Yellow Phase of Recovery

All residents being admitted or readmitted to Windsor Court from a healthcare facility or the community, during the yellow phase of recovery, do not require contact/droplet isolation as long as they answer no to all of the questions on the Covid-19 Admission Screening form (please see Admissions section for more information).

Admission from a Healthcare Facility – Orange and Red Phase of Recovery

All residents being admitted or readmitted to Windsor Court from another healthcare facility, during the orange or red phase of recovery, require droplet/contact isolation for at least the first 7 days of their stay. On day 5, we are to try and schedule a covid-19 test for them. On day 7, if the covid-19 test has come back negative, the resident's isolation can be discontinued. If public health declines testing the resident, the resident must remain on contact/droplet isolation for 14 days.

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Hospital Transfers

In all phases of recovery, if a resident was sent to the hospital from Windsor Court, was not admitted and answers no to all of the questions on the Covid-19 Admission Screening form, the resident does not require isolation upon returning to Windsor Court

Admissions from the Community – Orange Phase of Recovery

All residents being admitted or readmitted to Windsor Court from the community, during the orange phase of recovery, require droplet/contact isolation for at least the first 7 days of their stay. On day 5, we are to try and schedule a covid-19 test for them. On day 7, if the covid-19 test has come back negative, the resident's isolation can be discontinued. If public health declines testing the resident, the resident must remain on contact/droplet isolation for 14 days.

Admissions from the Community – Red Phase of Recovery

All residents being admitted or readmitted to Windsor Court from the community, during the red phase of recovery, require droplet/contact isolation for 14 days.

Movers

There will be times when movers will need access to our building to bring/remove furniture. We are to screen them upon arrival as we would anyone entering the building.

Moves by moving companies are only to be done between 9am & 11am or 7pm & 9pm and moves by families are only to be done between 7pm & 9pm, to ensure the least amount of contact with residents and staff. They are to use a dedicated elevator for their move.

When they leave it is front desk's responsibility to sanitize the elevator, the elevator buttons, door handles and any other surfaces they touched while here.

Families who need to come in between 7pm and 9pm to move belongings into and out of their loved one's apartment should contact Keesha at (506) 460-5209 to let her know ahead of time.

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Sanitization of Deliveries

Everything that comes through the front door needs to be sanitized. If the item can't be sanitized then it is to be left in a vacant office for 5 days. This will ensure cleanliness and safety for those handling the package.

Outside Care Professionals – Orange and Red Phases of Recovery

During the orange and red phases of recovery, we still allow EMP healthcare workers, SLP's, OT's, doctors and dentists to enter the building. We will not be allowing outside foot care nurses or hair dressers. Social workers will be directed to move to a virtual option for assessments. They can set this up by contacting the Charge Nurse.

Essential Medical Appointments/Circumstances – Orange Phase of Recovery

In the orange phase of recovery, families can take residents to essential medical appointments only, as well as come in to Windsor Court for essential phone appointments. For phone appointments, it should be offered that the Charge Nurse be present instead of family coming in. If the family member must be present, they are allowed to do so.

If a resident is actively dying, the family will be allowed to stay around the clock. A cot will be provided if family would like to stay overnight.

Additionally, Nursing may deem it medically necessary for a family member to enter the building to help make a medical decision for a resident for whom the family member is POA.

Emergent Medical Appointments/Circumstances – Red Phase of Recovery

In the Red phase of recovery, residents should only leave the residence to seek medical attention for emergent medical concerns. Families are not allowed to come in for phone appointments at this time.

If a resident is actively dying, the family will be allowed to stay around the clock. A cot will be provided if family would like to stay overnight.

If nursing deems it medically necessary for a family member to enter the building to help make a medical decision for a resident for whom the family member is POA, this should be approved by whichever Healthcare manager is on call.

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Physical Distancing – Residents

Residents will be continuously directed by all staff to physically distance 2 meters from one another.

Communal/Social Activities

With the recommendations made that require a physical distance of 6 feet, Windsor Court's Recreation Department has changed how they run their programming.

Penthouse

Windsor Court has purchased extra standalone tables to be used in place of the large tables. Staff are to ensure when they are arranging the penthouse that they keep all chairs a minimum of 6 feet apart.

The staff offer a pump of hand sanitizer to the residents as they come into the Penthouse, and before they leave. This is also done in between activities if there are two in a row.

Activities

Our Activities Department has been creative with their programming to allow activities to run with meaning and purpose, while also adhering to proper sanitization, safety and physical distancing. We are keeping the residents active and having fun, while also ensuring safety at the same time.

Exercises

Staff are to remove the black tables or push them off to the side. Chairs are set up with the appropriate distancing – not allowing residents or staff to move these once placed. Each resident gets their own set of weights to use. No sharing is permitted. After the activity, the chairs and weights are sanitized before putting them away.

Table Activities (Reminisce, painting, coffee time, Bingo, etc.)

Tables are set apart to allow for physical distancing of 2 meters, rather than pulling all the tables together. The staff member uses the microphone to ensure that the residents are able to hear the program.

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There is to be no sharing of objects, papers, etc. Each resident has their own to use from their table.

After the event, the tables, chairs and any equipment used for the activity are sanitized.

Sport Activities

One staff leads the program and another staff sanitizes the equipment between each turn. Windsor Court has purchased a duplicate of equipment as needed so that as one is in use, the other is being properly sanitized. These programs have been limited to the days that there is adequate staffing to allow for proper sanitization.

Volunteers

We have decided it is best at this time to suspend volunteer services. We want to keep our numbers as low as we can and want to have less traffic in and out of the building.

Church Services

There are many churches that are doing online services. Residents can access many of these as a virtual show.

One-on-One Visits

Windsor Court sees one-on-one visits to be more important than ever. The residents should all get to see a friendly face during these uneasy times.

Tea Time/Happy Hour

There will be no shared plates placed around for the residents. When the food cart arrives, it is the responsibility of the staff member to go around to each resident and take their order. Using tongs staff remove the food item from the tray and place it on a new napkin for the resident. The food tray will not be left out for residents/staff to eat from. The food is served using sanitized tongs that come with the food cart. Residents are not allowed to assist with clean up (as some of them often want to).

Dining Room

Each resident will be placed at their own table, with the exception of those who live in the same apartment. Tables will be disinfected between residents.

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In order to accommodate one resident at each table for lunch and supper, the dining room is having 1st and 2nd seating. 1st seating is at 11:15am and 4:15pm. Residents who are in 1st seating are those that require assistance with eating (cueing, feeding, etc.). 1st seating residents are able to have all meals in the dining room.

For second seating (12:30pm and 5:30pm), upper ground & 4th floor and 2nd & 5th floor will go to the dining room for either lunch or supper each day. On days that upper ground and 4th floor go to the dining room for lunch, 2nd and 5th floor will go to the dining room for supper. On days that upper ground and 4th floor go to the dining room for supper, 2nd and 5th floor will go down for lunch.

Breakfast is in the dining room from 7:15am-9am. There has been no need to set up first and second seating for breakfast as many residents have breakfast in their own rooms. Residents who want to take their breakfast in the dining room are able to do so anytime between 7:15am and 9am.

Residents will be given their dining schedules on a monthly basis. This will be distributed by the food services department into the residents' mail boxes. There are also copies available at the front desk.

Visitation

Indoor Visitors

During the yellow phase of recovery, families should contact Keesha Ouellette at (506) 460-5209 to schedule an indoor visit. Calls will be answered Monday-Friday between 9am-5pm. If you leave a voicemail for Keesha, please allow one business day for a response.

Appointments can be scheduled from 9:30am-10:30am and 2:15pm-3:15pm for all residents and 7pm-8pm for independent residents. Visits will be scheduled on a first come, first serve basis. Residents can host two visitors per appointment slot.

Please refrain from attending an indoor visit if you have:

- Travelled outside of New Brunswick or to a red or lockdown zone in New Brunswick in the past 14 days. This includes anyone who has an exemption to travel outside of New Brunswick or to a red or lockdown zone in New Brunswick, for work or other. Although you may be exempt from isolating upon returning to your zone,

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unfortunately you will not be permitted to enter Windsor Court for 14 days upon your return.

- Had contact with anyone who has tested positive for covid-19 or who is being tested for covid-19 in the past 14 days.
- Any of the following symptoms: fever (temp >37.8), cough, shortness of breath, sneezing, difficulty breathing, hoarse voice, nasal congestion, diarrhea, muscles aches, malaise, sore throat, difficulty swallowing or chills.
- Someone in your household or bubble who is currently self-isolating or self-monitoring, whether it is due to having covid-19 like symptoms or from travels outside of New Brunswick or to a red or lockdown zone within New Brunswick.

Visitors must:

- Wear a community mask for the entirety of their visit.
- Sanitize their hands on their way in to the building.
- Refrain from touching their face.
- Wash or sanitize their hands if they touch their face or mask.
- Go directly to and from their loved ones' apartment, physically distancing from other residents along the way.
- Refrain from spending any time in common areas such as the penthouse, tuck shop, TV room, activities, dining room, etc.
- Refrain from direct contact with their loved one.

All visitors will be screened when they arrive for their appointment, as well as have their temperature taken.

If it is the visitor's first indoor visit, they will be asked to read and sign the Indoor Visit Guidelines form. This form can be found at the front desk. Please see Appendix A for this form. If the visitor is found to be in violation of Windsor Court's Indoor Visitation Guidelines, they may be asked to leave.

During the orange and red phases of recovery, indoor visits will be suspended.

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Off-Site Visits

In the yellow phase of recovery, residents of long-term care facilities are permitted to have off-site visits, including overnight stays with their family. In the Orange and Red phase of recovery, residents will not be allowed to go for off-site visits.

Families should contact Keesha Ouellette at (506) 460-5209 for pre-screening for off-site visits. Calls will be answered Monday-Friday between 9am-5pm. If you are planning an off-site visit for over the weekend, please ensure you call Keesha in advance for pre-screening. If you leave a voicemail for Keesha, please allow one business day for a response.

Please be advised if a family is hosting a resident for an off-site visit, under the current public health guidelines, the resident must be considered a part of the hosting family's steady 15, and not in addition to it. Thank you for your cooperation in limiting your close contacts, while taking into consideration the vulnerability of adult residential facility residents.

Families are not permitted to host a Windsor Court resident in their home if the home's occupants have:

- Travelled outside of New Brunswick or to a red or lockdown zone in New Brunswick in the past 14 days. This includes anyone who has an exemption to travel outside of New Brunswick or to a red or lockdown zone in New Brunswick, for work or other. Although you may be exempt from isolating upon returning to your zone, unfortunately you will not be permitted to enter Windsor Court for 14 days upon your return.
- Had contact with anyone who has tested positive for covid-19 or who is being tested for covid-19 in the past 14 days.
- Any of the following symptoms: fever (temp >37.8), cough, shortness of breath, sneezing, difficulty breathing, hoarse voice, nasal congestion, diarrhea, muscles aches, malaise, sore throat, difficulty swallowing or chills.
- Someone in your household or bubble who is currently self-isolating or self-monitoring, whether it is due to having covid-19 like symptoms or from travels outside of New Brunswick or to a red or lockdown zone within New Brunswick.

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Outdoor Visits

We are unable to offer outdoor visits at this time. Outdoor visits will be reassessed once the spring and summer weather are upon us

Virtual Visits

Our activities department will help facilitate virtual visits. Please contact Sheri Green via email at sheri.green@windsorcourt.nb.ca to schedule your virtual visit.

Frequently Asked Questions

Q: When I visit my loved one at Windsor Court, am I allowed to share a meal with them in their apartment?

A: Unfortunately, no. Visitors must wear their mask for the entirety of their indoor visit.

Q: During the orange phase of recovery, can residents go out to have their haircut?

A: Unfortunately, no. During the orange phase of recovery residents should only go out for essential medical appointments. They are encouraged to rely on family, friends or delivery services to obtain their groceries or run their errands in the community. Residents can go out for haircuts once we are back in the yellow phase of recovery.

Q: During the red phase of recovery, can I take a Windsor Court resident out to run an errand?

A: Unfortunately, no. During the red phase of recovery, residents should only leave the residence for emergent medical needs.

Q: During the orange phase of recovery, can I take a Windsor Court resident for a drive?

A: Unfortunately, no. Going for a drive is considered an off-site visit. Off-site visits are only permitted in the yellow phase of recovery. However, if you must be present for essential medical appointments, you can transport your loved one to and from the appointment. During transport, the driver should be wearing a mask and the resident should be in the back passenger seat, also wearing a mask. Another option would be to have Windsor Court transport the resident to and from their appointment. If the resident requires an escort for the appointment, we can schedule a Windsor Court staff member

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to escort them. Please call the front desk at (506) 450-7088 to inquire about booking transport and an escort.

Q: But if I can transport them for an essential medical appointment, why can't I take them for a drive?

A: Essential medical appointments generally occur much less frequently than the urge to see your loved one. As per public health, we need to have strict visitation protocols in vulnerable care settings during the orange phase of recovery.

Q: I am from out of province. I have completed my 14-day isolation period and am covid-19 symptom free. Since I am from out of province, can I visit my loved one at Windsor Court during the orange phase of recovery?

A: At Windsor Court, we LOVE to accommodate families whenever possible. We truly live for those special moments we can help facilitate. Although, we cannot facilitate an indoor visit during the orange phase of recovery, no matter the circumstance, we can absolutely accommodate a virtual visit. Please contact Sheri Green via email at sheri.green@windsorcourt.nb.ca to inquire about a virtual visit.

Q: During the orange phase of recovery, can residents go out for medical appointments?

A: We ask that residents only go out for essential medical appointments during the orange phase of recovery. If a virtual option for the appointment is available, it should be used. If someone needs to be present for the virtual appointment, please contact the front desk at (506) 450-7088 and ask for the Charge Nurse. They can note the date and time of the appointment to ensure the LPN is present for the appointment.

Q: During the yellow phase of recovery, can I bring my pet in to Windsor Court?

A: Unfortunately, no. A part of physical distancing during visits is not handling the same objects without the objects being disinfected between the visitor and the resident. Since it would be impossible (and inhumane) to disinfect your pet between you holding it and the resident holding it, we cannot allow pets in the residence at this time.

Q: But what if I bring the pet in and the resident just looks at it, but does not pet it?

A: We feel bringing a pet in and not allowing the resident to pet or hold it is kind of like dangling a carrot in front of a hungry bunny rabbit. Additionally, when other residents

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see the pet, they may naturally gravitate towards it and want to pet it. So unfortunately, the answer is still no.

Q: How much longer until I can visit Windsor Court?

A: Unfortunately, we know as much as the public knows about when we will re-enter the yellow phase of recovery, so we are unable to give definitive timelines. We will send out memos to families and residents with updates as soon as we are aware of them. We appreciate your patience during these ever-changing times.

Q: When are the vaccines coming?

A: Great news! All Windsor Court residents that are 80 years of age or older have received their first dose of a covid-19 vaccine (Pfizer or Moderna). As of March 25th, 92% of our residents have received the first dose of their covid-19 vaccine. We have also just been made aware by our pharmacy partner that our residents who are 75 years of age or older are now eligible to receive their vaccine and have been scheduled to receive their first dose in early April. With vaccine rollout speeding up around the province, we do not think it will be much longer before all of our residents receive the first dose of their covid-19 vaccine.

Q: Why aren't you letting anyone in when everywhere else is open to visitors?

A: Windsor Court is committed to following public health guidelines. We can only facilitate what we are able to do safely and while following the proper infection control, physical distancing and screening protocols as outlined by Public Health. Our number one goal is to keep our residents safe. Other facilities may be able to safely facilitate things that we are unable to while following public health guidance. We thank you for your patience and understanding at this time.

Q: Are you still doing activities?

A: Yes, we are still doing activities with our residents. Each floor is provided with an organized activity ~4/7 days a week. Please see the above headings for more information on how we are safely providing residents with meaningful socialization: Communal/Social Activities, Penthouse, Activities, Exercises, Table Activities, Sport Activities, One-on-One Visits, Tea Time/Happy Hour.

Q: Can I bring in items for a resident?

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A: Yes, you can. When you enter the main entrance of Windsor Court, there is a delivery table set up for you to place your goods on. Windsor Court has implemented a sanitization of deliveries protocol, to ensure goods can be safely delivered to the residents. Please see the sanitization of deliveries section for more details.

Q: Are you accepting flowers?

A: Yes, we are. We ask that they arrive in protective wrap/paper so we can sanitize the high touch surface.

Q: Can I bring in baked goods?

A: Yes. Please deliver them in a way that we can sanitize the high touch surface.

Q: Can I bring in furniture for my loved one?

A: If your loved one requires furniture; we ask that this is done either by movers between 9am and 11am or 7pm and 9pm or by families between 7pm and 9pm. Please contact the front desk at (506) 450-7088 to coordinate this request.

Q: Can I go to my family's home for lunch?

A: In the yellow phase of recovery, residents are permitted to go for off-site visits. This would include going to your family's home for lunch. In the orange, red and lockdown phases of recovery, residents are prohibited from going for off-site visits as per public health guidelines.

Q: Can I go to a restaurant with family? Friends?

A: In the yellow phase of recovery, residents are permitted to go for off-site visits. This would include going out to a restaurant with family and/or friends. We ask that residents limit their contacts as much as possible. In the orange, red and lockdown phases of recovery, residents are prohibited from going for off-site visits as per public health guidelines

Q: Can I go to the bank, get a haircut or go to Shoppers for my medication?

A: During the yellow phase of recovery, residents can go into the community to run errands, such as going to the bank, getting a haircut or going to pick up their medications. We ask that you limit your outings as much as possible. During the orange phase of recovery, residents should only leave the residence for essential medical

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appointments/circumstances. In the red and lockdown phases of recovery, we ask that residents leave the residence for emergent medical needs only. We ask that residents utilize delivery services or have family or friends deliver essential goods as much as possible. Most pharmacies are now offering home deliveries. We also ask that residents ask family and/or friends to run errands for them when possible.

Q: Can I visit outside with my family?

A: During the cold weather, we cannot currently facilitate outdoor visits. In the yellow phase of recovery, and once the warmer weather arrives, we will communicate how residents and families can enjoy outdoor visits on the Windsor Court premises. In the orange, red and lockdown phases of recovery, we do not offer outdoor visits.

Thank You

Windsor Court would like to thank each and every individual involved in keeping this home safe during these trying times.

Appendix A: Indoor Visitation Guidelines Form

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March 29, 2021

Indoor Visitation Guidelines

Dear Visitor,

Windsor Court is pleased to be able to offer indoor visitations. We must first go over some guidelines to ensure indoor visitations can be provided safely. Please read and complete this form and return it to the employee who is screening you.

Visitors should refrain from visiting if they have:

- Travelled outside of New Brunswick or to a Red or Lockdown Zone in the past 14 days. This includes anyone who has an exemption to travel outside of New Brunswick or to a Red or Lockdown Zone in New Brunswick, for work or other. Although you may be exempt from isolating upon returning to New Brunswick, unfortunately you will not be permitted to enter Windsor Court.
- Had contact with anyone who has tested positive for Covid-19 or who is being tested for Covid-19 in the past 14 days.
- Any of the following symptoms: fever (temp >37.8), cough, shortness of breath, sneezing, difficulty breathing, hoarse voice, nasal congestion, diarrhea, muscles aches, malaise, sore throat, difficulty swallowing or chills.
- Someone in their household or bubble who is currently self-isolating or self-monitoring, whether it is due to having Covid-19 like symptoms or from travels outside of New Brunswick or to an Orange, Red or Lockdown Zone in New Brunswick.

Visitors must:

- Wear a community mask for the entirety of their visit
- Sanitize their hands on their way in to the building
- Refrain from touching their face
- Wash or sanitize their hands if they touch their face
- Go directly to and from their loved ones' apartment, physically distancing from other residents on the way
- Refrain from spending any time in common areas such as the penthouse, tuck shop, TV room, activities, dining room, etc.
- Refrain from direct contact with their loved one

Visitors will be able to schedule a one hour appointment slot on a first come, first serve basis. Visitors who show up without an appointment will not be allowed inside.

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Due to the ever-changing circumstances with the Covid-19 pandemic in New Brunswick, Windsor Court reserves the right to suspend indoor visits at any time, should they no longer be able to be safely provided.

I, _____, have read the above form. I understand that I must follow the guidelines described in its contents in order to ensure the safety of the residents of Windsor Court. Should I not abide by the guidelines outlined in this form, I may be asked to leave the premises.

Signed _____

Date _____