

WINDSOR COURT RETIREMENT RESIDENCE (2020) LTD.
OPERATIONS MANUAL

NURSING DEPARTMENT/RESIDENT SERVICES SECTION

Last updated September 30th, 2021:

Proof of Vaccination: Volunteers, Visitors and Outside Workers on page 4

Resident Vaccination Status & Testing Policy on page 5

Visitors – Public Exposure Sites (All Phases of Recovery) on page 16

As per the Public Exposure page on the GNB website, **individuals who are not fully vaccinated against covid-19 and who have been to a Covid-19 Public Exposure Site** at the specified date and time in the last 14 days, are to refrain from visiting vulnerable care settings for 14 days following their exposure.

Fully vaccinated visitors who have been to a public exposure site at the designated date and time within the past 14 days can continue to visit Windsor Court. If the visitor develops any covid-19 symptoms, they must refrain from visiting and get tested for Covid-19.

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Windsor Court Retirement Residence Covid-19 Operational Plan

Proof of Vaccination: Volunteers, Visitors and Outside Workers

As of August 27th, 2021, it was communicated to all Windsor Court volunteers that they must be fully vaccinated against Covid-19 in order to continue to volunteer with us.

As per Public Health Guidelines, effective September 22nd, 2021, all volunteers, visitors and outside workers 12 years of age and older will be required to show proof of vaccination with 2 doses of a Covid-19 vaccine (AstraZeneca, Moderna or Pfizer) and government-issued identification to the front desk employees immediately upon entering Windsor Court.

Individuals who are unable to receive a vaccine due to a medical exemption will be required to show proof of their medical exemption. If outside workers are entering via the kitchen service bay, they will be required to show proof of being fully vaccinated or proof of their medical exemption to the staff member that greets them.

Volunteers, visitors and outside workers who fail to provide proof of full vaccination against Covid-19 or proof of medical exemption will not be permitted to enter Windsor Court.

Extramural staff, Social Development staff and Paramedics who are transporting a resident via ambulance are not required to show proof of vaccination upon entering Windsor Court.

Proof of vaccination may be provided by showing an immunization record or a photograph of an immunization record from a regional health authority clinic, pharmacy or Public Health. New Brunswickers can also show proof of vaccination by using the MyHealthNB portal. People who have been vaccinated outside the province may provide proof of vaccination from where they received their vaccine. A QR code that can be displayed on a phone to prove that New Brunswickers have been vaccinated is expected to become available soon. Once available, the QR code will be another option to show proof of vaccination.

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Resident Vaccination Status & Testing Policy

Effective September 18th, 2021, only fully vaccinated permanent residents will be admitted to Windsor Court, unless the resident provides a medical exemption note from their physician.

Effective November 3rd, 2021, unvaccinated or partially vaccinated (vaccinated with one dose of a Covid-19 vaccine) residents will be subject to weekly Covid-19 PCR testing, must wear medical masks when within 6 feet of other residents and staff and will dine at their own table in the dining room. The charge nurse will organize weekly testing for unvaccinated and partially vaccinated residents.

Screening & Assessment of Residents

All Windsor Court residents will be monitored for symptoms of Covid-19. The frequency at which they will be assessed for symptoms will depend on the phase of recovery our zone is in. The Covid-19 Symptoms are as follows:

- Fever (temp 38.0 or greater)
- A new cough or worsening cough
- Sore throat
- Runny nose, nasal congestion
- Headache
- A new onset of fatigue
- Diarrhea
- Loss of sense of taste
- Loss of sense of smell
- Shortness of breath/difficulty breathing
- New onset of muscle weakness

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If 2 or more 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.

In addition to covid-19 testing, the Charge Nurse will consider whether the resident requires testing for other viruses and/or if the resident requires medical intervention by a physician.

Screening & Assessment of Residents - Green Phase of Recovery

In the Green Phase of Recovery, Windsor Court residents will be assessed for symptoms of covid-19 by the Charge Nurse when it is clinically indicated. If a staff member notices a resident is having covid-19 like symptoms, they are to advise the Charge Nurse. If the resident has 2 or more symptoms of covid-19, the Charge Nurse will initiate droplet/contact isolation and organize testing for covid-19.

Screening & Assessment of Residents - Yellow, Orange and Red Phases of Recovery

In the Yellow, Orange and Red Phases of Recovery, all Windsor Court residents will be assessed twice daily by the healthcare staff for covid-19 symptoms, using the covid-19 screening tool. If healthcare staff identify a resident as having two or more symptoms of covid-19, they will initiate droplet/contact isolation and make the Charge Nurse aware. The Charge Nurse will assess the resident and organize testing for covid-19.

Residents – Public Exposure Sites (All Phases)

If a resident was at a Covid-19 public exposure site on the specified date and time, as per Public Health, the resident does not need to be isolated or tested for covid-19,

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unless they develop a symptom of covid-19. If any symptoms develop, the resident is to be isolated on droplet/contact isolation and tested for covid-19.

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:

Green Phase New Resident Admission Questions

- Have you (new resident) or any of your close contacts travelled outside of Canada in the past 14 days and have not received both doses of the covid-19 vaccine?
- Do you (new resident) have any Covid-19 symptoms (Fever (temp 38.0 or greater), A new cough or worsening cough, Sore throat, Runny nose/nasal congestion, Headache, A new onset of fatigue, Diarrhea, Loss of sense of taste, Loss of sense of smell, Shortness of breath/difficulty breathing, new onset of muscle weakness)?
- 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 and Green Phases of Recovery

All residents being admitted or readmitted to Windsor Court from a healthcare facility or the community, during the yellow and path to green phases 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.

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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.

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 – Yellow Phase of Recovery

Moves by moving companies during the yellow phase of recovery 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.

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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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.

Physical Distancing: Residents – Green Phase of Recovery

Physical distancing is no longer required in the green phase of recovery. That being said, Windsor Court will provide support to any resident who feels safer continuing to physically distance during meals, activities, etc. Residents are encouraged to make

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department managers aware if they desire physical distancing protocols to stay in place for them. Windsor Court is a non-discriminatory environment, in which all residents' physical distancing and masking preferences will be accommodated in order to make them feel safest.

Physical Distancing – Residents: Yellow, Orange and Red Phase of Recovery

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

Communal/Social Activities – Yellow, Orange and Red Phase of Recovery

Windsor Court has purchased extra standalone tables to be used in place of the large tables in the Penthouse. 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.

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.

During exercise activities, 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.

During table activities such as 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.

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.

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During sport's 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.

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. We are happy to announce that we have been approved to hire an additional staff member to ensure that these are done.

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).

Volunteers – Yellow, Orange and Red Phases of Recovery

During the Yellow, Orange and Red Phase of Recovery, Windsor Court will 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 – Yellow, Orange and Red Phases of Recovery

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

Dining Room – Yellow, Orange and Red Phases of Recovery

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.

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.

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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

Visitors' Use of Masks – Green Phase of Recovery

Visitors must wear a community face mask while travelling through Windsor Court and while visiting in common areas. When visitors are visiting a resident in the resident's apartment, the visitor may remove their community face mask if the resident consents to the removal of the mask. If the visitor and/or the resident are not fully vaccinated, we ask that the visitor wear their community face mask for the duration of their visit.

Visitation – Green Phase of Recovery

Visitors can visit anytime between **8:30am and 8pm**. They no longer have to pre-book their appointment. There is no limit on how many times visitors visit per day or how long the visitor visits for. There is no limit on how many people can visit a resident at one time. Visitors must sign in at the front desk at time of arrival.

Off-site visits are permitted and are no longer required to be pre-booked.

Visitors are permitted to come for an outdoor visit between **8:30am and 8pm** daily without making an appointment. While visiting one on one with a resident, visitors may remove their community face masks. If physically distancing from other residents is not possible, visitors must wear their community face masks.

For all types of visits, visitors must refrain from visiting if they are feeling unwell.

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International Visitors – Green Phase of Recovery

Windsor Court asks International Visitors to please get a PCR test for Covid-19 and wait until they have received a negative test result from the PCR test prior to visiting Windsor Court.

Pet Visitation – Green Phase of Recovery

In the Green phase of recovery, pets are welcomed into Windsor Court for a visit. Pets are only allowed to visit asymptomatic residents and residents who are not on isolation.

Palliative Visitation

For visitation with residents who are nearing the end of their life, families can visit 24 hours a day. In the Yellow, Orange and Red Phases of Recovery, we ask families to please only have 2 visitors in at a time. Prior to your first visit with a resident who is palliative and if you have any questions regarding palliative visitation, please contact the charge nurse at (506) 450-7088.

Indoor Visitors – Yellow Phase of Recovery

Indoor visits will be offered in the Yellow phase of recovery. They will be offered Monday-Sunday at 9:30am-10:30am and 2:15pm-3:15pm for all residents and at 7pm-8pm for independent residents. During these visits, residents can host 2 visitors at a time.

During the Path to Green Phase of recovery, visitors can show up at 9:30am, 2:15pm and 7pm for their hour long visit without an appointment. Visitors are asked to be respectful of the screener's time and show up as close to these appointment start times as possible.

During the yellow phase of recovery, visitors are to contact Keesha Ouellette at (506) 460-5209 Monday-Friday to schedule their visits. Visits are booked on a first come, first serve basis.

Please refrain from attending an indoor visit if you have:

- Travelled outside of Canada in the past 14 days, unless you have been fully vaccinated against covid-19.

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- Travelled outside of Atlantic Canada in the past 14 days, unless you have received at least one dose of a covid-19 vaccine.
- Any Covid-19 symptoms (Fever (temp 38.0 or greater), A new cough or worsening cough, Sore throat, Runny nose/nasal congestion, Headache, A new onset of fatigue, Diarrhea, Loss of sense of taste, Loss of sense of smell, Shortness of breath/difficulty breathing, new onset of muscle weakness)
- Had contact with anyone who is being tested for Covid-19 or who has tested positive for Covid-19 in the past 14 days
- Someone in your household or bubble who is currently self-isolating or self-monitoring, whether it is due to having Covid-19 like symptoms, being in contact with someone who has Covid-19, or from travels outside of Canada.
- Been to a Covid-19 public exposure site in the last 14 days.
- Been advised by public health, a health-care provider, travel registry or a peace officer to self-monitor or self-isolate.

Visitors must:

- Wear a medical mask for the entirety of their visit. One will be provided upon arriving for the 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.

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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.

Pet Visitation – Yellow, Orange and Red Phases of Recovery

Pet visitation will be suspended in the yellow, orange and red phases of recovery.

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.

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

- Travelled outside of Canada in the past 14 days, unless they have been fully vaccinated against covid-19.
- Travelled outside of Atlantic Canada in the past 14 days, unless they have received at least one dose of a covid-19 vaccine.
- Any Covid-19 symptoms (Fever (temp 38.0 or greater), A new cough or worsening cough, Sore throat, Runny nose/nasal congestion, Headache, A new onset of fatigue, Diarrhea, Loss of sense of taste, Loss of sense of smell, Shortness of breath/difficulty breathing, new onset of muscle weakness)
- Had contact with anyone who is being tested for Covid-19 or who has tested positive for Covid-19 in the past 14 days

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- Someone in their household or bubble who is currently self-isolating or self-monitoring, whether it is due to having Covid-19 like symptoms, being in contact with someone who has Covid-19, or from travels outside of Canada.
- Been to a Covid-19 public exposure site in the last 14 days.
- Been advised by public health, a health-care provider, travel registry or a peace officer to self-monitor or self-isolate.

Outdoor Visits – Yellow and Orange Phase of Recovery

Outdoor visits are permitted when we are in the yellow and orange phases of recovery. Starting Wednesday, May 5th, as long as the weather allows, Windsor Court will be scheduling two outdoor visits at 9:30am-10:30am, 1:30pm-2:30pm, 2:45pm-3:45pm and 6:30pm-7:30pm daily. A maximum of two visitors can attend each outdoor visit. The visits can be scheduled on a first come, first serve basis by calling Keesha Ouellette at (506) 460-5209. Please allow 1-2 business days for Keesha to respond to requests for visits. Only one outdoor visit will be scheduled per visitor at a time. Once you have attended your outdoor visit, you can call to schedule another one.

We ask that families be mindful of the weather. If the weather is too cool or rainy, please reschedule your visit. If the weather is too hot for a one hour visit, please shorten your visit accordingly. If you need to reschedule your visit, please call the front desk at (506) 450-7088 to cancel. They will put you through to Keesha's line to reschedule your visit.

The visits will be held in the gazebo in the back yard and in a specified spot on the back patio, under the awning. When families call to schedule their visit, Keesha will specify at which spot your outdoor visit will be.

If during your visit, you or your loved one need a drink of water, please do not enter the building. Instead, please press your loved one's care guard or call the front desk at (506) 450-7088. Someone will be out shortly to assist you.

At the end of your visit, please either press your loved ones Careguard or call the front desk at (506) 450-7088. Someone will be out to shortly to assist your loved one back inside.

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While enjoying your outdoor visit, visitors must:

- Maintain 2 meters of physical distance between themselves and the residents at all times.
- Wear a community face mask for the entirety of the visit.

Visitors must refrain from attending outdoor visits if they have:

- Travelled outside of Canada in the past 14 days, unless they have been fully vaccinated against covid-19.
- Travelled outside of Atlantic Canada in the past 14 days, unless they have received at least one dose of a covid-19 vaccine.
- Any Covid-19 symptoms (Fever (temp 38.0 or greater), A new cough or worsening cough, Sore throat, Runny nose/nasal congestion, Headache, A new onset of fatigue, Diarrhea, Loss of sense of taste, Loss of sense of smell, Shortness of breath/difficulty breathing, new onset of muscle weakness)
- Had contact with anyone who is being tested for Covid-19 or who has tested positive for Covid-19 in the past 14 days
- Someone in their household or bubble who is currently self-isolating or self-monitoring, whether it is due to having Covid-19 like symptoms, being in contact with someone who has Covid-19, or from travels outside of Canada.
- Been to a Covid-19 public exposure site in the last 14 days.
- Been advised by public health, a health-care provider, travel registry or a peace officer to self-monitor or self-isolate.

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.

Visitors – Public Exposure Sites (All Phases of Recovery)

As per the Public Exposure page on the GNB website, **individuals who are not fully vaccinated against covid-19 and who have been to a Covid-19 Public Exposure Site** at the specified date and time in the last 14 days, are to refrain from visiting

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vulnerable care settings for 14 days following their exposure. The day of exposure is considered day zero. The day after the exposure is considered day 1 of 14. On day 15, the exposed person can resume visitation at Windsor Court.

Fully vaccinated visitors who have been to a public exposure site at the designated date and time within the past 14 days can continue to visit Windsor Court. If the visitor develops any covid-19 symptoms, they must refrain from visiting and get tested for Covid-19.

Thank You

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

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Appendix A: Indoor Visitation Guidelines Form (Applicable Only in the Yellow Phase of Recovery)

September 30, 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 Canada in the past 14 days, unless they have been fully vaccinated against covid-19.
- Travelled outside of Atlantic Canada in the past 14 days, unless they have received at least one dose of a covid-19 vaccine.
- Any Covid-19 symptoms (Fever (temp 38.0 or greater), A new cough or worsening cough, Sore throat, Runny nose/nasal congestion, Headache, A new onset of fatigue, Diarrhea, Loss of sense of taste, Loss of sense of smell, Shortness of breath/difficulty breathing, new onset of muscle weakness)
- Had contact with anyone who is being tested for Covid-19 or who has tested positive for Covid-19 in the past 14 days
- Someone in their household or bubble who is currently self-isolating or self-monitoring, whether it is due to having Covid-19 like symptoms, being in contact with someone who has Covid-19, or from travels outside of Canada.
- Been to a Covid-19 public exposure site in the last 14 days.
- Been advised by public health, a health-care provider, travel registry or a peace officer to self-monitor or self-isolate.

Visitors must:

- Wear a medical mask for the entirety of their visit. One will be provided upon arriving for the 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.

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OPERATIONS MANUAL

NURSING DEPARTMENT/RESIDENT SERVICES SECTION

- 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 required to pre-book a one-hour appointment slot on a first come, first serve basis, by calling Keesha Ouellette at (506) 460-5209. Visitors who show up without an appointment will not be allowed inside.

Residents can host a maximum of two visitors in their apartment at one time.

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 _____