



2019 Novel Coronavirus (COVID-19)

Family Responsibilities for 'Social' Visits

Family care partners are essential members of the care team. Families provide assistance, significant emotional support, and personal comfort essential to residents' well-being.

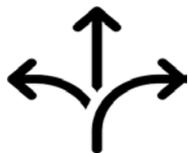
As we move towards slowly re-introducing family presence within our care homes, we look forward to working together to ensure we can do so safely and fairly. We ask for your patience and adherence to protocols we have implemented. As a reminder, one positive case of COVID-19 in a care home puts the home in outbreak, suspends all family presence and places residents back into isolation.

As a family member, you have the responsibility to:



Be Respectful

Please be patient, we are working hard to ensure the health and safety of residents, team members and our community. Be kind to one another and respect the decisions and directions of our care homes and team members.



Be flexible and understanding

Weather or medical emergencies within the care home may delay or cause visits to be rescheduled.



Schedule visits through our Fairhaven Homes booking system

No walk-ins are permitted. Timing, frequency, length of visit and number of visitors permitted have been limited to ensure we can support fair access and ensure safety for everyone. Please leave your pets and small children at home.



Protect our community

Stay home if you are unwell, have any COVID-related symptoms or have been in close contact with someone with COVID-19 symptoms or a positive test result.



Maintain physical distancing

As hard as it may be, please limit physical contact between you and your loved one.



Complete active screening

You are required to screen in (including temperature check) at the designated screening area each and every time you visit. You are only permitted to enter the home if screening is passed.



Respect the visiting schedule

Arrive and leave on time. All families are eager to visit their loved ones and in order to support this we must follow the schedule. We also need time to bring residents to and from the visiting area and ensure the visiting area is properly disinfected between visits. If you are going to be late, or can no longer make it, please contact the care home.



Practice hand hygiene

Wash your hands or use hand sanitizer before, during and after visiting the care home.



Wear a mask

A mask needs to be worn for the duration of the visit.



Do not exchange items with residents

This includes food, beverage or gifts. If you wish to bring something for your loved one, leave it at the designated area so it can be safely given to the resident.