



A HOME · A BRIDGE · A JOURNEY
Care and compassion at end of life.

February 15, 2021

Dear family and friends of the hospice,

As you are aware, the COVID-19 virus is in our community and we are taking this situation very, very seriously.

We have put precautions in place over the past 10 months to keep our residents, family members and staff safe, while we continue to provide compassionate care. These protocols are subject to change according to regional COVID conditions.

To remain vigilant, at this time we have the following visitor restrictions in place:

- Each resident is allowed up to a **maximum of 4 individuals** (“essential visitors”).
 - These 4 essential visitors will be identified by the resident/family at time of admission.
- **A maximum of 1 essential visitor can visit ONCE per day.**
 - Visits should be coordinated among the 4 essential visitors.
 - Advance notice of anticipated visit time is greatly appreciated by hospice staff.
- **Any exceptions to the above** must receive prior approval by the Executive Director.
- Staff are not authorized to make exceptions.

All essential visitors are asked to help manage the risk by adhering to the following:

- Responding honestly to COVID screening questions and having their temperature taken every time they wish to enter the building
 - Anyone unwell or who otherwise fails screening will not be permitted access
- Wearing the mask (and any other PPE) provided by hospice for their entire visit
- Washing their hands frequently and avoiding touching their face
- Following all recommended Public Health COVID guidelines when not at hospice

Additional family members and friends who are not able to visit are encouraged to stay in touch by phone or video chats. We can provide iPads to residents for video visits. We can also arrange visits through our patio doors.

Our shared spaces (kitchen/dining room/lower level/shower) remain closed to visitors at this time.

Staff are happy to assist with your every need and will bring coffee/tea, etc. to you in your room.

We understand what a stressful and difficult time this is for you, and that COVID protocols can be an added burden. We truly appreciate your cooperation to help ensure we all stay healthy, and able to continue to offer our residents and their loved ones the best care, support and guidance possible.

Most sincerely,

The Bridge Hospice Care Team

137 Old Hastings Rd, Box 354, Warkworth, ON K0K 3K0

www.thebridgehospice.com · 705-924-9222 · info@thebridgehospice.com