

August 5, 2020

Dear Manor Residents, family and friends,

We are so happy that visits can once again take place at the Manor! It has been a long and challenging time for all of us. We thank you so much for your cooperation and understanding going forward, as we continue to refine and update our visitor policies in accordance with government guidelines and industry best practices. Our aim is to facilitate visits by family and friends while continuing to keep our Manor residents safe and healthy.

Before you book a visit with your loved one, please take a moment to read over our policies below.

COVID-19 NON-ESSENTIAL VISITOR PROTOCOLS FOR BETHANY MANOR

For visits occurring in designated indoor/outdoor areas:

1. Prior to each visit, each visitor must pass active screening every time they are on the premises of or enter the home. This screening takes place at the Reception Desk of the Lodge (north entrance). Visitors to the Manor must screen in here before going over to the Manor. Visitors will not be allowed to visit if they do not pass the screening.
2. Visitors do not need to attest (verbally or written) to a negative COVID-19 test to visit a resident in a designated indoor or outdoor area.
3. Visitors must comply with the home's IPAC protocols, including proper use of face covering/masks and physical distancing. This includes the following:
 - Visitors should use a face covering/mask at all times if the visit is outdoors.
 - If the visit is indoors, a surgical/procedure mask is required.
 - Visitors are responsible for bringing their own face coverings/masks.
 - If visitors do not bring their own face coverings/masks, they cannot visit.
 - Visitors must physical distance for both indoor and outdoor visits (6 ft).
4. An information sheet on all required protocols will be provided by the home at time of screening. Any non-adherence to these rules could be the basis for discontinuation of visits.
5. The visitor must only visit the designated indoor or outdoor area they are intending to visit and meet only the resident who has invited them.

Outdoor Visits:

- Must be pre-booked using our [Booking System](#).
- Must occur either on the Manor terrace at the tables or in the shade under the trees.
- Will be 45 minutes in duration.

Indoor Visits:

- Must be pre-booked using our [Booking System](#).
- Must occur in the one of the two lounges on the 2nd or 3rd floor - not in the resident room.
- Will be 45 minutes in duration.

Please Note: For the health and safety of our residents and staff members, we reserve the right, at all times, to amend our visitor policy as necessary based on the conditions at that time. Some services may be terminated, suspended, or adjusted depending on the circumstances.