



June 16, 2020

## New Interior Visitor Protocol

We are pleased to announce that the **first phase of our interior visitor protocol** will be in place on June 29, 2020. We are excited about allowing visitors into the nursing home, but we must remain very cautious. Therefore, the following protocols will be in place:

- 1) Each Resident or power of attorney (POA) must select a **single** designated visitor for this entire phase.
- 2) The visitor may book their visit on Facebook on the Victoria Glen Manor, Inc. page by clicking on “Book Now” and choosing an available slot, or by calling the VGM Business Office at 506-273-4885 ext. 4885 Monday – Friday (830am–430pm).
- 3) Each visit will be no more than 30 minutes long.
- 4) Visitors will be required to sign in, be screened, have a temperature check, and wash their hands.
- 5) Visitors will be required to have a community mask for the entire visit.
- 6) Once inside the facility, visitors must limit movement from the main entrance to our boardroom, which will be configured to look like a sitting room.
- 7) As much as possible, physical distancing should be respected while travelling through the facility and during the visit with the Resident.

To coordinate visitation, please note the following steps:

**Step 1:** On Wednesday, June 17, we will begin to contact the POA or equivalent for each Resident. POAs are encouraged to work with their loved one and family/friends to determine who the single designated visitor is.

**Step 2:** Once single designated visitor is identified, the visitor’s name will be added to our pre-approved visitors list.

**Step 3:** On Tuesday, June 23, preapproved visitors may go the Victoria Glen Manor Facebook page and click “Book Now” to schedule an “Interior Visit”. You may also call our business office at 506-273-4885 ext. 4885 Mon-Fri (830am–430pm) to book an appointment.

**Step 4:** On the day of your visit, please arrive at the main entrance 10 minutes prior to your scheduled visit. Please wait outside.

**Step 5:** During the 10 minutes noted above, and screener will greet you, verify you as the pre-approved visitor, conduct necessary screening, and advise you of the protocols for your visit.



**Step 6:** You will be notified when you have 5 minutes left to your visit, to remind you when it is time to depart. This is to ensure everyone has equitable visiting time.

**Some Other Notes:**

- The options of window visits, garden visits, and Facetime visits will continue, but this will be based on resource availability.
- You may **not** drop off gifts / presents / clothes /other items to Residents.
- Pets are **not** allowed in the building.
- If you bring a cellphone or other device and wish to use it during your visit, it must be sanitized upon entry into the building.

Since this is a new process, and we want to remain cautious, please be patient with us! Our goal is to keep everyone safe, while providing our Residents with some much-needed family/friend time.

Sincerely,

Donna Miller-Wallace  
Executive Director  
Victoria Glen Manor, Inc.