



Family/Caregiver Notice

CHANGES TO OUTDOOR VISITATION

Effective October 1, 2020 we will no longer be offering scheduled outdoor visits.

For those wishing to continue outside visits we encourage you to book a short stay absence. To book a short stay absence we ask that you telephone the unit at least two hours in advance of the requested time.

This change will allow our staff resources to be utilized for increased recreational programming for residents. Your understanding is greatly appreciated.

Booking a short-stay absence:

Please call the front desk at (519) 751-7096 and ask to be connected to the resident's unit for the purpose of booking a short stay absence. Tip: 10 to 11 a.m. is the ideal time to call as this is when you are most likely to reach someone directly.