

Overview

The presence of family and friends is an important source of mental and emotional strength for our residents. Kingsway Lodge is committed to supporting and facilitating visitation.

General Visitation

While Kingsway Lodge does not restrict visitation to certain hours or to a certain number of visitors, the following recommendations should be considered:

- The ideal time for regular visitation is between 10 a.m. and 8 p.m., which reflect the morning care and evening care regimes.
- If a resident is in a shared room, more than four visitors at any one time presents challenges for space and comfort. If a resident is in a private room, more than five visitors creates this same challenge. Kingsway Lodge offers the use of meeting room spaces for larger groups, if required. This space can also be used for special family events.

Medically Unwell or End-of-Life Visitation

Kingsway Lodge invites family and friends of medically unwell or end-of-life residents to visit when they wish. Kingsway Lodge has a guest suite available for nightly use for out-of-town visitors.

Visitation during an Outbreak

To ensure that residents retain access to socio-emotional engagement during infectious illness outbreaks, Kingsway Lodge supports continued visitation under the following guidelines:

- If the resident is on an outbreak floor but is asymptomatic for infectious illness, visitors are required to wear surgical masks for the duration of the visit.
- If the resident is symptomatic for infectious illness and has been placed in isolation, the visitor is required to wear personal protective equipment (PPE) as outlined at the resident's doorway.
- If only one floor is in outbreak, visitors to non-outbreak floors are not required to use enhanced precautions, such as surgical masks.
- If you plan to visit more than one resident, ensure that your last visit is with a resident on an outbreak floor or who has an infectious illness.
- Kingsway Lodge asks visitors to use enhanced hand hygiene practices when infectious illnesses are present in the home. The home is mask-friendly for any visitor who prefers to use the enhanced precaution in non-outbreak situations. Surgical masks are provided in the entryway and/or at the Reception desk.

Additional Information to Consider

- If you are not feeling well, please reschedule your visit until after the infectious period of your illness.
- Staff members can facilitate virtual visits using tablets, as required.
- Kingsway Lodge requires visitors to follow a code of conduct that is respectful and free from harassment and abuse toward staff and residents. Violators will be required to leave, and repeat offenders will have visitation access restricted or denied.

Concerns and Contact Information

Should you have concerns about visitation, please contact concerns@kingswaylodge.com. For additional information or general comments, please contact info@kingswaylodge.com, or call 519-284-2921 ext. 221.