

Carewest has prepared a detailed [‘Safe Visiting Practices Handbook’](#), but the following are the key messages regarding visiting your loved one at Carewest.

Do I bring my own masks and eye protection or does Carewest provide them? Visitors are encouraged to bring their own masks and eye protection but if you forget or don’t have any, Carewest can provide them.

Do I have to wear a mask and eye protection all the time? Visitors are required wear a face mask and eye protection at all times within our care centres, and masks outdoors if a physical distance of 2 metres cannot be maintained.

Do I come through the building and if so, will I need to be screened? This varies by site, so please follow the instructions when you arrange your visit. Any visitors coming inside the building will need to be screened upon entry.

What is a personal risk assessment, and what does it mean? A personal risk assessment is used to determine your own risk of unknown exposure to COVID-19. We request that you consider various factors in your daily life to determine if you personally have a low, medium or high risk of unknown exposure. At this time, we request that you only enter our care centres if you consider yourself to be low risk. Outdoor visits are available for all personal risk levels.

Can I hug or touch my loved one? Yes, but you are required to wear a mask and perform hand hygiene before and after the interaction. The resident is not required to wear a mask, but are encouraged to when possible. We request that you keep physical touch to a minimum to reduce the risk, and maintain physical distancing if you have a medium or high personal risk assessment.

Is there a time limit for visits? If the visit is taking place in a shared space there will be a time limit for visits to ensure equal access to the space, and to allow time for sanitization. In room visits may have a time limit depending on the site as the total number of visitors in a building may be limited to adequately manage risk. Please consult with the unit for specific details.

Do I have to make an appointment to visit? All visits must be pre-arranged with staff at the care centre. An online scheduling form will be available soon for scheduling outdoor and common area spaces. For in-room visits with your loved one, please call the site to make arrangements.

Can I go for a walk with my loved one, or take them on an outing? If you would like to go for a walk with your loved one or take them for an outing, please make sure you notify staff before leaving. Residents and clients may be screened upon their return. If they are gone longer than 24 hours, they are required to isolate for 14 days.

Can I bring food to share or gifts for my loved ones? Shared food or drink is not permitted, however, if pre-packaged in individual containers, food may be shared that way. Gifts are permitted, however some may be required to be disinfected or quarantined for a period of time if disinfection is not possible. We do request that you limit food and gifts at this time.

We are better together – thank you for helping us keep your loved one safe