



Which visit is best for me?

Woodingford Lodge recognizes that being able to connect with friends and family is essential to resident’s emotional health and well-being. We are committed to making visits happen while at the same time maintaining a safe environment for the people who live at Woodingford and following the direction of the Ministries of Health and Long Term Care.

Residents may have at least one visit per week from family members or friends. This can be **either** a “Virtual Visit”, “Window Visit” or an “Outdoor Visit”.

A list of the expectations for each of these visits is listed below to help you decide which type of visit will best meet your needs and the needs of the person you are visiting. Please note that if these expectations are not followed by a visitor, we have been directed by the Ministry of Health to remove that person’s visiting privileges.

If you have any questions about this information, please call Patricia Godfrey at 510-421-5556 X 2085. If you would like to schedule a visit, please send an email to: wflresident@oxfordcounty.ca.

Include your loved ones name in the subject line and someone from the recreation staff will get back to you as soon as possible.

You can also phone the recreation staff at your loved one’s facility to arrange a visit using the phone numbers and unit extensions below

Woodstock Location: 519-421-5556	Ingersoll Location: 519-485-7053	Tillsonburg Location
Apple Grove X 2068	Activation Office X 2309	Activation Office X 2209
Lakewood X 2024		
Mapleville X 2069		
Orchard X 2067		
Peach Place X 2070		
Pinecrest X 2025		

Virtual Visit (e.g. video call)	Window Visit	Outdoor Visit
Can include an unlimited number of people.	Can include multiple people, as long as they are from the same household, are part of the same “social circle”. However, only one visitor at a time is allowed to actually be at the window during the visit. Others must maintain physical distancing from each other while they wait for their turn at the window.	Limited to one person as per the Ministry of Long Term Care
Visits will take place in the location that best suits the resident (e.g., in their room). A staff member will use a tablet and provide assistance to the resident as needed during the call.	Residents will be inside Woodingford in front of a large window in the front foyer. A phone is provided for residents to talk with their visitor(s). Visitors can also request to have the window opened to speak through the screen. Residents with their own phones may visit at the window in their own room if it is accessible on the ground level. Staff will provide assistance to the resident as needed (e.g., holding the phone). Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.	Visits will take place at a specified location outside in front of Woodingford. Residents will be positioned six-feet (2 meters) away from their visitor and must maintain this distance throughout the visit. Physical contact with the resident will not be permitted at any time. Staff will provide assistance to the resident as needed. Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.
No screening required.	No screening required however, if the window is to be open, then masks must be worn by the visitors. If the window is closed and the resident and visitors are communicating by phone, no masks need to be worn by the visitors.	<p>The visitor will need to answer a series of questions to be screened for symptoms of COVID-19 and have their temperature taken. If the visitor does not pass the screening, the visit will not be permitted to take place.</p> <p>The visitor will need to be tested for COVID19 and will need to attest to a negative result within the previous 14 days of the visit date. Please note that Woodingford Lodge does not provide the COVID19 swabbing test, these must be arranged by the visitor.</p>

Virtual Visit (e.g. video call)	Window Visit	Outdoor Visit
Visit will be at least 30 minutes in length (depending on the preferences of the resident).	Visit will be at least 30 minutes in length (depending on the preferences of the resident).	Visit will be at least 30 minutes in length (depending on the preferences of the resident).
No masks are required.	Masks are recommended but not required if the window is to be closed during the visit. If window is to be open, then a mask is required.	The visitor must wear a mask. The resident will also wear a mask if they are able to tolerate it. The visitor must supply their own mask.
All residents may participate.	All residents may participate as long as they are not in isolation.	Residents may participate if they are not in isolation and are able to understand that physical contact with their visitor is not permitted.
Pets are permitted.	Leashed pets are permitted.	Pets are not permitted.
Visits are not weather dependent.	Visits are not weather dependent – they will happen regardless of what the weather is that day.	Visits may not be possible if the resident does not wish to remain outside during certain weather conditions. This may mean: <ul style="list-style-type: none"> • If it is raining • If the temperature is, (including humidex), above 30 degrees Celsius (86 degrees Fahrenheit) • If an outdoor visit is cancelled, a window or virtual visit will be offered or the visit can be rescheduled to another date/time.