

Dear Resident Family,

Re: Visiting Your Loved One at Rest Haven Care Home

As you are aware, we have opened the new Rest Haven Care Home and have admitted all existing residents and have initiated the admission of new residents. Thank you for your patience and understanding during and after the move of your loved one. Working and living in a new environment such as the new Rest Haven is both exciting and challenging.

In order to address some of our challenges and to better care for our residents, we would ask that on-site visits to your loved one be pre-booked starting Monday June 27th. Please use the visitation phone line at 204-905-4526 to pre-book your visitation. Pre-booking your visitation should allow us to respond to the door in a timely manner. Should staffing not be available, we may be required to restrict visits to essential care partners only.

Visitation is normally between the hours of 9:45 am – 6:00 pm. Should you require to visit outside of this time, staff need to travel from the 2 or 3rd floor to respond. Sometimes response times will be further delayed as they might be busy providing care for another resident. Again, your patience is appreciated.

Many residents enjoy afternoon rest between 1:30 pm - 3:00 pm and may be in bed if you chose to visit at this time.

Thank you also for your continued use of the required Personal Protective Equipment (PPE) to visit in a Long-Term Care site which Rest Haven is. As dictated by Manitoba Health, masks (worn over the mouth and nose) and eye protection are required for all visitors.