

Riverside Long-Term Care Delivery Restrictions

As the safety and well-being of our residents, staff, physicians and the community is our top priority, Riverside is following the directives from the Ministry of Health & Long-Term Care and introducing additional restrictions at all of our long-term care sites. To reduce the risk of COVID-19 transmission we are attempting to limit the number of people in our buildings, and therefore ask that people not send flowers and plants or items that must be delivered by a service (person) other than postal delivery.

In an effort to reduce any risk of transmission to our residents, staff and physicians, Riverside is only allowing delivery of essential services, product and care.

In keeping with infection prevention and control practices, all mailed items will be disinfected/cleaned prior to being distributed to our residents. All items should be mailed in boxes or shipping envelopes. Food item gifts (whether they be homemade or store bought) will not be shared amongst other residents or staff. Any clothing or material items will be laundered on site prior to being distributed to a resident.

We recognize how emotionally difficult and challenging these restrictions are for you and your loved one(s), however we feel these measures are necessary in protecting the health and well-being of all of our residents, families, staff and communities.

We recommend the public keep in touch with loved ones by phone or other technologies. Riverside now has technology in place at all sites for our residents to have conversations via video chat applications and is scheduling main window visits, please contact each site for details.

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For More Information:

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Reference:

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Riverside Health Care is a fully accredited multi-site, multi-function health care system serving the residents of the Rainy River District. Riverside Health Care operates hospitals in Fort Frances, Emo and Rainy River, and Raincrest Long-Term Care Home and La Verendrye Non Profit Supportive Housing in Fort Frances. Each community is also served by Riverside Community Counselling which provides mental health and addictions services, Community Support Services through Raincrest and Riverside Valley Diabetes Education Centre which provides important chronic disease management programming. For more information, please visit riversidehealthcare.ca