

Visitor Code of Conduct

The support of family and loved ones is integral to the well-being of our residents.

As we continue to re-introduce visits, we look forward to working together to ensure we can do so safely and equitably. We ask for your patience and adherence to protocols we have implemented.

It is important to remember, if the Village is declared in outbreak, visiting is suspended.

As a visitor, you have the responsibility to:



Be respectful

Please be patient, we are working hard to ensure the health and safety of our residents, team members and those visiting. Be kind to one another and respect the decisions and directions of the Village and team members.



Be flexible and understanding

Weather or medical emergencies within the Village may delay or cause visits to be cancelled.



Schedule your visit

No walk-ins are permitted! Timing, frequency, length of visit and number of visitors permitted have been limited to ensure we can support equitable access and ensure safety for all. Please leave your pets and small children at home.



Protect our residents

Stay home if you are unwell, have any COVID-related symptoms or have been in close contact with someone who is COVID-19 positive.



Complete active screening

You are required to screen in at the designated screening area before each and every visit. You are only permitted to visit if screening is passed. When visiting inside the Village you will also be screened out.



Visitors are no longer required to attest to a negative COVID test either verbally or in writing.

Proceed directly to the visiting area

Do not stop and visit with others. Please note, there is no access to Village washrooms at this time.



Respect the visiting schedule

Arrive and leave on time. All families are eager to visit their loved ones and in order to support this we must follow the schedule. We also need time to bring residents to and from the visiting area and ensure the visiting area is properly disinfected between visits. If you are going to be late, or can no longer make it, please contact the Village. We might not be able to accommodate late arrivals.



Practice hand hygiene

Wash your hands or use hand sanitizer before, during and after visiting the Village.



Wear a mask

A mask needs to be worn for the duration of the visit and while on Village property. Please bring one with you; cloth masks or face coverings are sufficient for outdoor visits. Surgical/procedural masks are required for indoor visits. Masks should fit snug and cover both the nose and mouth.



Maintain physical distancing

As hard as it may be, there can be no hugging or physical contact between you and your loved one. A breach could result in your visiting privileges being suspended, and your loved one may be placed on 14-day isolation.



Do not exchange items with residents

This includes food, beverages or gifts. If you wish to bring something for your loved one, leave it at the designated area so it can be safely given to the resident.

Let's keep our Village safe and healthy