

Visitor Code of Conduct

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

Schlegel Villages supports the well-being of our residents, while ensuring the safety of those working within and visiting the Villages. Visiting restrictions and testing requirements are based on Ministry of Long-term Care Directive #3 and guided by policies from the Ministry for Seniors and Accessibility (MSAA) and Retirement Homes Regulatory Authority (RHRA).

Visitor responsibilities



Be respectful

We are working hard to ensure the health and safety of our residents, team members and visitors. We ask for your patience and support. Visitors have the responsibility to:

- Follow public health measures for the duration of the visit;
- Respect the rights and needs of other residents, families, team members and volunteers and
- Respect the rights of team members to work in an environment that is free from harassment.



COVID-19 testing and screening

- Visitors must complete and pass active screening on arrival in order to visit.
- Surveillance testing is required as part of the screening process for those individuals who are unable to demonstrate proof of full immunization (full vaccine series and 14 days since final dose). A negative test will be required to enter the Village. Visitors who are visiting exclusively outdoors are not required to test.
- All individuals entering the home ages 2 and up must follow the testing requirements. Parental consent is required for individuals under 18 years of age. If consent is not given and/or testing is refused, entry to the Village is not permitted.
- A positive rapid test requires laboratory confirmation using a PCR. Visitor must isolate at home until results received.
- If you develop symptoms or receive a positive test result after visiting, please call the Village.



Practice hand hygiene

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



Moving around the Village

Only visit who you are designated to visit, do not visit with others. Access to Village common areas by caregivers may be limited for safety.



Respect residents right to have visitors

- You may be asked to limit number of visitors based on available space.
- We ask that larger group visits please call ahead to ensure that a space large enough to accommodate physical distancing is available.



Wear a mask

On Village property, visitors must wear a mask at all times. Medical masks are required to be worn by anyone visiting inside the Village. Masks should fit snug and cover both the nose, mouth and chin. Cloth masks or face coverings are sufficient for outdoor visits.



Maintain physical distancing

- A minimum of 2 metres or 6 feet must be practiced at all times by every individual.
- Close physical contact is permitted between fully immunized residents and fully immunized visitors and brief hugs are permitted regardless of immunization status.

Non-adherence to the visitor code of conduct could result in temporary suspension of visiting privileges.