

Visiting our LTC and Retirement Homes

Villages are moving towards offering both indoor and outdoor visits – indoor visits will be offered in designated areas, NOT in the resident's room/ suite.

The following requirements apply to all visits to the Village. Families/ friends wishing to visit their loved one anywhere on the property need to follow these protocols, even if the resident has access to a main floor suite patio.

- Visiting can only be supported when a Village is not in outbreak. Visiting will be suspended if the Village goes into outbreak.
- **Visitors need to attest to a negative COVID test for indoor visits only**; outdoor visits do not require a negative COVID test.
- Visits must be prearranged through the Village booking system. Requests must be made 48 hours in advance. Bookings will be available in 2-week increments. If you are unable to use the booking system, please call the Village for assistance.
- To ensure we can support safe distancing, the Village can support a maximum of 2 visitors per visit.
- Family members/ siblings are encouraged to work together to arrange the sequencing of their visits. To ensure an equitable approach, where all residents have the opportunity to visit their loved ones, we are asking you book only one visit per week.
- Length of visit is designated by the Village (time slots are a minimum of 30 min).
- Visitors can only visit the resident they had pre-booked to visit and no other residents.
- Visitors must wear a mask/face covering at all times while on Village property. Cloth masks are sufficient for outdoor visits. Indoor visits require the use of a surgical/ procedural masks.
- Indoor/outdoor visits are not permitted when;
 - A resident is self-isolating or symptomatic, or
 - The home is in outbreak
- **All visitors must be screened, and pass screening in order to visit.** Anyone entering the Village will also need to go through screening when exiting the Village.
- Education about physical distancing, respiratory etiquette, proper use of PPE and infection prevention and control practices will be provided.
- Visitors must adhere to Schlegel Villages COVID-19, and infection control policies and guidelines. Non-compliance can result in discontinuation of visits for any non-compliant visitor.
- Visitors must maintain physical distancing at all times (min 2 metres). 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 visiting privileges being suspended, and resident may be placed on 14-day isolation.
- Visitors must not exchange items with residents; this includes food, beverages or gifts. Items brought must be left at the designated area so it can be sanitized and safely given to the resident at the convenience of the Village.