

# Visitor Code of Conduct

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

The Ontario Government has begun a phased re-opening of the Province. Ongoing measures are necessary to continue to provide safety and support to our Residents while balancing their well-being.

**It is strongly urged that as soon as possible all visitors get a third/booster dose of COVID-19 vaccine.**

## 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 visitors indoors and outdoors. A negative test is required to visit.
- Do not eat or drink while waiting for test results.
- **General Visitors** must be 5 years or older and show proof of full vaccination to enter the home. A negative test is required to visit.
- Partial or unvaccinated general visitors are not permitted to visit indoors. Outdoor visits, weather permitting, are at the discretion of the Village.
- **Essential Caregivers** must show proof of vaccination. Unless visiting a residents receiving end-of-life care or has a valid medical exemption.
- Infants under one year of age are not considered visitors and are exempt from testing/ vaccination requirement.
- Individuals who show proof of a confirmed COVID-19 infection in the past 30 days are exempted from surveillance testing.
- A positive rapid test requires visitor to isolate at home and will be unable to visit for 10 days.
- 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.



### Visiting

- A maximum of 3 people (caregivers and visitors) per resident at a time. Maximum of one caregiver may visit at a time if Resident is in isolation or Village in outbreak.
- Only visit who you are designated to visit, do not visit with others.
- Access to Village common areas may be limited for safety.
- Designated caregivers who are not fully vaccinated will be limited to visiting.  
LTC: outdoors only (as per MLTC)  
RH: in Resident's suite (as per RHRA).
- Caregivers and general visitors may still accompany residents for meals however they are unable to eat with the residents and should remain masked for the entire duration of their visit including in the resident's room



### Wear a mask

- On Village property, visitors must wear a mask at all times.
- Medical masks are required to be worn by anyone visiting the Village. Masks should fit snug and cover both the nose, mouth and chin.



### 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.**