

# Visitor Code of Conduct

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

Schlegel Villages has welcomed essential caregivers and visitors back into our Villages. Together we need to ensure strict infection control practices to keep our Villages safe. Effective October 7th, the Ministry has placed restrictions on general visits for those homes located in an area with higher community spread of COVID-19. **If a Village is declared in outbreak or is on alert for community spread, all non-essential visits stop.**

## 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:

- Respect the rights and needs of other residents, families, team members and volunteers;
- Respect the rights of team members to work in an environment that is free from harassment;
- Respect the changing abilities of other residents; and
- Treat fellow residents and the team with courtesy and consideration and manage conflict in a respectful manner.



### Be flexible and understanding

Weather or medical emergencies in the Village may delay or cause general/social visits to be cancelled.



### Schedule your visit

General visits need to be scheduled to ensure number of visitors can be managed. No walk-ins. Essential caregivers are not required to schedule a visit. For questions regarding pets and small children please contact the Village.



### COVID-19 testing and screening

Caregivers and all indoor visitors must have a negative COVID test within the 2 weeks prior to visit. Stay home if you are unwell, have any COVID-related symptoms or have been in close contact with someone who is COVID-19 positive. **If you develop symptoms or receive a positive test result after visiting, please call the Village.** Visitors must complete and pass active screening on arrival in order to visit. Active screening is also completed on exit (except outdoor visits).



### Practice hand hygiene

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



### Moving around the Village

General visitors, proceed directly to the designated visiting area. Essential caregivers, proceed directly to loved ones room. Do not visit with others. Only use washrooms designated for visitors. Access to Village common areas by caregivers is limited to ensure the safety of others. The Village will designate areas outside of the resident's room which are accessible.



### Respect the visiting schedule

To support the flow of visitors we ask general visitors to arrive and leave on time. Residents need to be brought to and from the visiting area and the area needs to be disinfected between visits. If you are going to be late or can't make it, contact the Village. We might not be able to accommodate late arrivals.



### Wear a mask

Wear a mask on Village property and for the duration of the visit. Surgical/procedural masks are required for indoor visits. Masks should fit snug and cover both the nose and mouth. Cloth masks or face coverings are sufficient for outdoors visits.



### Maintain physical distancing

Keep at least two meters between you and others. General visitors attesting to a negative test may engage in close physical contact to support communication, emotional well-being if both the visitor and their loved one are wearing masks.



### 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.

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

Let's keep our Village safe and healthy