

COVID-19 Visitor Code of Conduct

VIVA Retirement Communities knows how important visitors are to the wellness of our Community Members. In addition, we remain vigilant in our efforts around infection prevention and control. As a visitor, you are responsible for following all VIVA policies and procedures (and participate in mandatory training) to help keep our Community Members and Team Members safe. Please note, if an outbreak is declared within a Retirement Community, all non-essential visits must stop.

Visitor Responsibilities

Respect

- The rights and needs of other Community Members, families, Team Members, and volunteers;
- The rights of Team Members to work in an environment that is free from harassment;
- The privacy of other Community Members; and
- Treat fellow Community Members and Team Members with courtesy and manage conflict in a respectful manner.

Be flexible and understanding

Weather or medical emergencies in the Community 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. Walk-ins will only be accommodated if a visitor pod is available. Essential caregivers are not required to schedule a visit.

COVID-19 testing and screening

Caregivers are asked to have a COVID test within the 2 weeks prior to visit and advise us immediately if the test result is positive. All visitors must stay home if 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 Community.** Visitors must complete and pass active screening on arrival in order to visit. Active screening is also completed on exit (except outdoor visitors).

Practice hand hygiene

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

Moving throughout the Community

General visitors must proceed directly to the designated visiting area. Essential caregivers must proceed directly to their loved one's suite. Please do not stop and visit with others. Use washrooms designated for visitor use only.

Respect the visiting schedule

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

Wear a mask

Surgical/procedural masks are mandatory for visitors and caregivers and must be worn at all times in the Community, and in the suite. 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 the Community Member are wearing masks. Pay attention to markers and signs throughout the Community for reminders of physical distancing.

Do not exchange items with Community Members

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 Community Member.

Non-adherence may result in temporary suspension of visiting privileges.