

# 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 area is available, the Community has not reached its visitor capacity at that time, and visitor screening services are available. Essential caregivers are not required to schedule a visit.

### COVID-19 testing and screening

All visitors must stay home if unwell, have any COVID-19 related symptoms, or have been in close contact with someone who is COVID-19 positive. Visitors must complete and pass active screening. Visitors are required to participate in the Community's COVID-19 Rapid Antigen Testing program. **If you develop symptoms or receive a positive test result after visiting, please call the Community.**

### Practice hand hygiene

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

### Moving throughout the Community

Visitors must proceed directly to the designated visiting area or suite and limit movements within the community to reduce contact with other people.

### 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

All visitors are required to wear medical masks during all indoor visits. Cloth masks or face coverings are sufficient for General Visitors during outdoor visits. Masks should fit snug and cover both the nose and mouth.

### Maintain physical distancing

Keep at least two meters between you and others. Visitors 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.

### Complete the Safety Review

All Visitors must complete the safety review before their first visit and every month after. The safety review includes reading the visitor program and the recommended steps for putting on personal protective equipment (PPE). It also includes watching the videos on putting on and taking off full personal protective equipment and how to wash hands. Please call the Community to receive the safety review package.

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