

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.

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.

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 requested 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.

Wear a mask

All visitors must always wear a medical mask when indoors except when dining and seated with a Community Member at the table. Visitors are not required to wear a mask for outdoor visits, however it is recommended to wear one especially when you are with large groups of people.

Maintain physical distancing

It is recommended to keep at least two metres between you and others. Visitors may engage in close physical contact to support communication, emotional well-being.

Complete the Safety Review

All Visitors must complete the safety review before their first visit and when there are updates or changes. 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.