



Visitation Protocols

2023

Meta Centre values the important role family members and friends play in helping us create a safe and comfortable environment for your loved ones, therefore, we ask that you follow the protocols listed below, effective June 2023 and onward.

1. All visitors who test positive for COVID-19 and/or have symptoms compatible with COVID-19 should not visit for 10 days following symptom onset and/or positive test date (whichever is earlier/applicable) as per Public Health's provincial guidelines for high-risk settings.
2. General visitors should postpone non-essential visits to client(s) who are symptomatic and/or self-isolating, or when the group home is in outbreak.
3. Visits must be prearranged, and Meta's staff/supervisors must be notified. Visitors must be mindful of specific hours that could be inconvenient – such as mealtimes or scheduled hygiene care.
4. If you have more than 2 visitors attending at one time, please update the staff ahead; this way we can ensure that we provide a space for you to visit.
5. We request that visitors do not spend more than 2 hours of their visit **within** the home.
6. Homes have discretion to manage these visits as appropriate to balance the safety of residents, staff, and visitors with the needs of the home and its residents.
7. Visitors are expected to respect staff protocol for care, mealtimes, hygiene, and other daily activities.
8. Visitors are expected to respect the personal space, belongings, shared furniture, appliances, and common living spaces of all residents.
9. We believe in fostering a welcoming environment and creating a safe and comfortable experience for visitors, staff, and the people we support therefore, please note that if these protocols are not adhered to it may result in management's decision to temporarily prohibit visits within the home.
10. Concerns or complaints from visitors/families should be directed to the supervisor of the home to be addressed. Please visit our website at www.metacentre.ca under "Resources" to reference Meta's Complaint Resolution Policy and Meta's Feedback/Complaint Resolution Form when filing a complaint.