

### Visiting hours – Sunday's 1-5pm

The following outlines the requirements of clients and visitors during visiting hours.

#### Requirements of clients

1. Clients must be cleared from COVID-19 isolation protocols before they can have visitors; this includes the isolation period at the time of admission and any other required isolation
2. Clients may add a maximum of 2 adults (aged 18+) plus children under the age of 18 to the approved visitor list
3. Clients may only add to or change their approved visitor list Monday 8am through Saturday 4pm; this is to allow staff time to plan for Sunday visitation hours
4. Clients are not permitted to have visitors in their rooms and are not permitted to leave the Bellwood grounds
5. The approved visitor list will be maintained at the Mental Health & Addictions Support Worker desk

#### Requirements of visitors

1. Arriving onsite:
  - Visitors must check in at the security gate
  - Visitors may only enter the building through the bridge (main) entrance
2. Testing:
  - A designated staff member will be present to issue and supervise the RAT testing process during visiting hours; visitors will self-administer the test
  - Only visitors aged 18+ are required to test
  - Visitors must wait for their test result before starting their visit
  - If a visitor tests positive, they will be asked to leave
2. Masking:
  - All visitors aged 5+ must wear a mask inside Bellwood during their visit; masks are not required outside
  - Masks will be issued to adults and children
3. Visitors must not be under the influence of any substances at the time of their visit
4. Visitors cannot enter client bedrooms but can otherwise visit inside the building and on the grounds; leaving Bellwood grounds with a client is not permitted
5. Visitors may only smoke/vape in the designated smoking area; there is no smoking/vaping inside Bellwood
6. Any packages/items brought in for a client will be searched as per our standard protocol; this takes time and may happen after your visit takes place
7. Visitors cannot bring in any outside food or beverages; visiting hours are outside of client meal times
8. Only service animals with certified documentation are allowed inside Bellwood; other animals must remain outside and be leashed at all times
9. If a visitor arrives and is not on the approved visitor list, they will not be permitted to visit

Staff have the right to terminate a visit if the above requirements are not being respected.

Changes may be made to the above as we evaluate the return of visitors and navigate this process.