**Visiting Etiquette**

Visiting hours are 8a.m. to 9 p.m. with the exception of a serious medical condition. All visitors are required to sign in at reception for safety and security purposes. Family/visitor fob access lanyards are available at reception for the 2nd floor and must be signed for upon receipt and return.

As mandated by the Ministry of Health and Long-Term Care (Ontario Regulation 79/10, Part 2, Section 9.1) we are required to keep the front door locked for the overall safety of our residents. In the event that the receptionist is busy, kindly use the door bell which is located on the wall on the left hand side. There may be times that the receptionist is briefly away from the desk so please be patient for his or her return. In the case of a medical emergency after hours (9:00 p.m. to 7:00 a.m.) please use the outside telecom buzzer that is on the left hand side on the cement wall. This will connect you to the nurse in charge.

When visiting a resident’s room, please knock before entering and give your name. In respect, visitors should step out of the room if nursing care is being administered.