

Holy Family Retreat House

COVID-19 Information – Updated November 1, 2021

Welcome to the Holy Family Retreat House. Our Team and the Diocese of London consider the health and safety of our guests, staff and community our utmost priority. We are following the COVID-19 guidelines issued by the Province of Ontario and Windsor Essex County Health Unit and will do our best to provide the safest possible environment for your stay.

How is the team at the Holy Family Retreat House preparing for you?

1. Guests must self-screen for COVID-19 immediately prior to arriving on site and each day you are on site using the Province of Ontario Self-Assessment tool. Only those who have passed the screening will be allowed to check-in. If you develop symptoms of COVID-19 during your stay you will be asked to leave the premises and seek medical attention. You must advise the Retreat House if you or someone in your group must leave or if they test positive for COVID-19 within 14 days of leaving the Retreat House by sending an email to hfrh@dol.ca.
2. Guests entering a meeting room or eating in the dining room must be fully vaccinated (two doses plus 14 days) and provide proof of vaccination along with photo ID (driver's license, health card, passport). Persons who cannot receive the vaccine due to medical exemptions will be permitted entry with a doctor's note until recognized medical exemptions can be integrated as part of a digital vaccine certificate. Children who are under the age of 12 will also be exempted from these requirements.
3. Take-out meals will be available for guests who are unable to eat in the dining room. Guests may enjoy these in their rooms or if the weather allows, eat outside while maintaining physical distancing.
4. Guests are asked to maintain physical distancing in common areas and are required to wear a mask at all times while indoors, except in their rooms or seated at a dining table. Masks are not required outside if physical distancing is maintained.
5. Hand sanitizing stations have been installed throughout the facility. Extra surface sanitizers are also available in some public areas.
6. Enhanced cleanliness procedures have been implemented with disinfectants for all areas of the property including public areas and guest rooms. High traffic and high-touch areas, such as light switches and door handles are given more frequent cleaning.
7. Enhanced signage and floor markers will remind guests to maintain physical distancing.
8. Our meeting areas, dining areas and chapel are setup to allow for physical distancing and help guests maintain a minimum spacing of 2 meters (6 ft.).
9. Staff members will wear face masks, shields and gloves when in close contact with guests.

Guests are asked to follow standard hygiene practices, including:

- Please supply your own face masks.
- Frequent hand washing with soap and/or hand sanitizer.
- Cover your mouth and/or nose when you cough or sneeze (with a tissue or your inner elbow, not your hand).
- Avoid all physical contact that includes shaking hands, hugging, etc. and respect physical-distancing protocols.
- At the end of your retreat, we ask that you strip the bed of all linens and place them inside the clear bag provided, as well as all towels. Remove duvets from both beds and place on vanity. The housekeeping staff will enter guest rooms only after checkout to thoroughly clean them.
- Please leave room key in your room when you depart. Keys will be sanitized after each guest departs.