Visitor Information for Inside Visits

General visitors will normally visit residents in our outside visiting area.

In exceptional circumstances, where the Home determines that a resident (who is not at the end of life) is incapable of attending the outside visiting area, 1 General Visitor may visit the resident in their room.

If you would like to schedule a visit, please email: ddecock@london.ca or call 519-661-0400 x 8273. Please read the information below carefully before your visit.

Before you set off:

• Remember that only 1 visitor is allowed per visit and Dearness Home must know who is coming in advance of each visit (the POA/SDM must call reception with visitor name and phone number no later than 4pm the day prior to visit).
• If you are fully vaccinated and wish to have close contact with a fully vaccinated resident, please show your receipt for your second dose to the recreation staff who will meet you in the lobby (there must be more than 14 days since 2nd dose was received).
• Ensure you have read the Dearness Home “Visits During Pandemic” policy in the past month (available on the Dearness Home website).
• Ensure you arrive 20 minutes prior to your appointment to have time to be screened and rapid tested for COVID-19 infection before your visit time.

Upon Arrival at Dearness Home:

Park near the front entrance in the parking lot accessed off Southdale Road

Screening and Testing:

• Proceed to the screening area, just inside the sliding doors at the front entrance – you will be greeted by our screener
• Tell the screener who you are and sign your name on our Visitor Sign-In Sheet
• To be cleared to visit you must:
  o Clean your hands using the hand-sanitizer provided
  o Put the supplied face mask and safety goggles on, covering both your mouth and nose
  o Have a temperature below 37.8 degrees Celsius
  o Answer no to all of the screening questions that establish if you are sick, if you have been exposed to infection or if you have travelled outside Canada
• Attest you:
  o Have not visited another resident who is self-isolated or symptomatic, and/or another home in outbreak in the last 14 days.
  o Have read the “Visits During a Pandemic Policy” in the past month.
  o If you pass the screen, proceed into lobby and do directly to the Testing Centre (to the left in the lobby area) to get tested.
  o You will be swabbed by a nurse and asked to sit to wait for your results (approximately 15 minutes).

The Visit:

• If you test negative for COVID-19, a member of the recreation staff will escort you to and from the resident’s room.
• Enjoy your visit and remember you must continue to wear your mask and goggles throughout the visit.
• If both you and the resident are not fully vaccinated there can be no contact beyond a brief hug, after which a 2 meter distance must be maintained.
• If both you and the resident are fully vaccinated (and you have shown proof to the recreation staff present) closer physical contact is permitted and goggles are not required.
• Dearness staff will notify you of the end your visit; feel free to end the visit if you are ready sooner.
• Remove your PPE and cleanse your hands before leaving.

Please note that for the safety of residents and staff, any breach of the required precautions or anti-social behaviour will result in the withdrawal of visiting access for the individual involved. All surfaces are cleaned between visits.

Thank you for your cooperation. Enjoy your visit.