

Visitor Information for Outside Visit

Dearness Home is pleased to welcome you to a safe, in-person visit in our specially constructed outside area. 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 2 visitors are 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, you must bring your receipt for your second dose to show to recreation staff at the visiting area (it must be more than 14 days since the date the 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)
- Make sure you have your phone with you – Dearness Home may cancel visits if the Home goes into outbreak, the weather is stormy, or if the Humidex is over 30 (a combination of temperature and humidity; your visit will be shortened to 10 minutes)
- Ensure you arrive 10 to 15 minutes prior to your appointment to have time to be screened before your visit time

Upon Arrival at Dearness Home:

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

Screening:

- Proceed to the screening area, just inside the sliding doors at the front entrance – you will be greeted by our screener
- Drop any items for your loved one at the door on the cart provided and they will be delivered to them later (items are not allowed to be exchanged at the outdoor visits)
- Tell the screener who you are and sign your name on our Visitor Sign-In Sheet
- To be cleared to visit you must:
 - Clean your hands using the hand-sanitizer provided
 - Put the supplied face mask on, covering both your mouth and nose
 - Have a temperature below 37.8 degrees Celsius
 - Answer no to all of the screening questions that establish if you are sick, if you have may have been exposed to infection or if you have travelled outside Canada
 - Attest you:
HAVE NOT VISITED ANOTHER RESIDENT WHO IS SELF ISOLATING OR SYMPTOMATIC,
AND/OR ANOTHER HOME IN OUTBREAK IN THE LAST 14 DAYS
- If you pass the screen, the screener will give you an “ OUTDOOR Pass” that you must take with you and show at the visiting area

Visitor Information for Outside Visit

The Visit:

- Exit the screening area and turn right, then follow signs that say “This way to the outside visitor area” (take care when walking on the temporary rubberpathway)
- At the end of the temporary pathway you will be met by a staff member at the gate to the visiting courtyard
- Show the “Pass” to the staff member and then place it into the box provided
- NOTE you will not be able to take anything into the visit with you (i.e. food, etc.)
- The staff will open the gate and show you to your seat (please cleanse your hands with the sanitizer provided)
- Enjoy your visit and remember you must continue to wear your mask throughout
- If both you and the resident are not fully vaccinated there can be no contact beyond a brief hug and 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
- Dearness staff will notify you of the end your visit; feel free to end the visit if you are ready sooner
- 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.