

## General Visitor Information for Outside Visit

Dearness Home is pleased to welcome you to a safe, outside visit. If you are the Power of Attorney (POA) or the Substitute Decision Maker (SDM) for the resident and would like to schedule a visit, please email: [ddecock@london.ca](mailto:ddecock@london.ca) or call 519-661-0400 x 8273. Please read the information below carefully before your visit.

### Before you set off:

- The POA/SDM must book the appointment and provide the name(s) of the visitors (to avoid disappointment, bookings should be made at least 3 days in advance)
- The covered, purpose built outside visiting area has a limit of 2 visitors due to physical dimensions. If you wish to have more persons visit (up to maximums set by the Province) the visit will occur in the grounds of Dearness Home
- If a visitor is fully vaccinated and wishes to have close contact with a fully vaccinated resident, the receipt for the visitor's second dose of vaccine, received more than 14 prior, must be sent to Cheryl Gilmour ([cgilmour@london.ca](mailto:cgilmour@london.ca)) when the visit is booked. Please note that the document will not be retained, but that a note will be made that the individual may have close physical contact with the resident
- 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)
- Please 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 from 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
  - Answer no to all of the screening questions

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○ Attest you:

HAVE NOT VISITED ANOTHER RESIDENT WHO IS SELF ISOLATING OR SYMPTOMATIC,  
AND/OR ANOTHER HOME IN OUTBREAK IN THE LAST 14 DAYS

- HAVE READ THE “VISITS DURING A PANDEMIC POLICY” IN THE PAST MONTH

• If you pass the screen:

- If visiting the purpose built outdoor visiting area, the screener will give you an “OUTDOOR Pass” that you must take with you and show at the visiting area
- If you are visiting in the grounds of the Home, Dearness Staff will bring the resident out to you

## **The Visit:**

### **If visiting at the purpose built visiting area:**

- 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 rubber pathway)
- 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 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

### **If visiting in the grounds:**

- When picking up the resident at the entrance, be sure to tell the recreation staff how long your visit will be (maximum is one hour) to ensure they are present to assist the resident when you return
- 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 closer physical contact is permitted

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.

Thank you for your cooperation. Enjoy your visit.