

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 72 hours 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) 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 10minutes)
- 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-InSheet
- 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
- 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 ask you to take a seat just outside the front doors 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:

- Take a seat outside the main doors at the designated Visiting Area.
- Enjoy your visit and remember you must continue to wear your mask throughout. Please Note: No food or drink during an outdoor visit.
- If both you and the resident are **not** fully vaccinated there can be no contact beyond a brief hug and a two-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 two-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.