

# Visiting Guidelines

## Veterans and Long-term Care Residents

The following guidelines for visits with veterans at Parkwood Institute and residents at Mount Hope Centre for Long Term Care are in place to keep everyone safe from potential exposure to COVID-19.

### Visit guidelines

- Veterans and residents are allowed to have two visitors at a time, once per week.
- Visits can be up to one hour in length.
- Visitors should arrive 15 minutes prior to their scheduled visit to complete the screening process (see below).
- Indoor and outdoor visits are allowed. If the weather does not allow for an outdoor visit, the visit will be postponed or changed to a virtual visit. Families will be notified if a visit is cancelled.

### Safety measures for each visit

- For indoor visits only - each visitor must be tested for COVID-19 within the past 14 days, with a confirmed negative result.
- Upon arrival, visitors will have to pass screening, where they are asked questions by a member of our care team to see if they have;
  - symptoms of COVID
  - come into contact with anyone with COVID
  - recently travelled.
- Visitors will be given a mask to wear during the visit and asked to clean their hands.
- Please do not give gifts or food directly to the veteran/resident. It must be given to the staff member in a container or bag that can be easily wiped/disinfected. For Mount Hope residents, items can be dropped off at the St. Mary's entrance.
- Veterans/residents and visitors must maintain proper physical distancing of six feet at all times (no hugging or touching is allowed).
- A member of our staff will be present to support each visit.

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### **Booking your visit**

- Visits must be arranged at least 24 hours in advance.
  - To arrange a visit with a veteran at Parkwood Institute, contact Tichelle Schram, Coordinator of Creative Arts and Therapeutic Recreation at 519-685-4292 extension 42222 or by email at [Tichelle.schram@sjhc.london.on.ca](mailto:Tichelle.schram@sjhc.london.on.ca)
  - To arrange a visit with a resident at Mount Hope, call 519-646-6100 extension 65173 to reach the Family Visiting Booking Hotline.
- If you need to reschedule or cancel or visit, please provide as much notice as possible.
- All requests will be filled on a first come first serve basis or as per veteran/resident need.

*Please note – according to Ontario Health guidelines, if a COVID-19 outbreak is declared at our facility, all visits will be postponed until the outbreak is cleared.*

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