

Visiting Guidelines

Veterans and Long-term Care Residents

Outdoor visits with friends and loved ones for our veterans at Parkwood Institute and residents at Mount Hope Centre for Long Term Care are now underway. For all visitors, stringent safety measures must be followed to keep our veterans, residents, staff and visitors safe from potential exposure to COVID-19. The following are important visit guidelines for family and friends veterans and residents.

Visit location

- Visits will be outdoors only. 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.

How long and how often

- Veterans and residents are allowed to have one visitor, once per week. Visits will be 30 minutes in length.
- Visitors should arrive 15 minutes prior to their scheduled visit to complete the screening process (see below).

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
 - 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.

Safety measures for each visit

- 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.

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- Visitors will be given a mask to wear during the visit and asked to clean their hands.
- Visitors cannot 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.

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.

St. Joseph's recognizes the visiting process seems limiting but our processes are aligned with direction from the Ontario Health. We will continually review our processes and make changes to better accommodate our veterans, residents and families as permitted and as the pandemic evolves.

We thank our veterans, residents and families for their ongoing patience and ask for their continued understanding as we navigate the reintroduction of services and visitors while ensuring safety.

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