

# Visiting long term care residents at St. Joseph's

## Your questions answered for visits with residents at Mount Hope Centre for Long-Term Care and St. Joseph's Veterans Care Program

### Who is an essential visitor?

Essential visitors (designated caregivers) are people:

- visiting a resident at the end of their life or in palliative care.
- who are a paid support worker (paid companion).
- chosen by the resident or SDM. Residents may have two essential visitors (designated caregivers).
- who provide essential support or service for a resident such as feeding or personal care.

### Who is a general visitor?

A general visitor is someone who wishes to visit a resident but is not considered an essential visitor or designated caregiver.

### I'm an essential visitor. What do I need to know?

#### When can I visit and how long can I visit for?

Essential visitors are welcome to visit Mount Hope Centre for Long-Term Care OR Parkwood Institute Veterans Care Program any day between the hours of 8 am – 9pm. You can stay for any length of time between 8 am and 9 pm.

### What rules do I need to follow to enter St. Joseph's buildings?

Each time you enter our building you must:

1. enter at the main entrance (Parkwood Institute Veterans Care Program – enter at the Western Counties Wing Entrance between 8 am and 5 pm. After 5 pm enter at Zone C, Mount Hope - Grosvenor Street Entrance).
2. be screened at the door for signs and symptoms COVID-19 and travel/contact history. Only those who passed screening will be permitted to visit. You will be given a sticker to wear to show you have passed screening. This will allow you to enter and leave the building for that day only. A new sticker will be needed for the next day you visit.
3. confirm with the screener you have:
  - a. had a COVID-19 test within the past 14 days and have received a negative result
  - b. not visited another resident who has COVID-19, is self-isolating or has symptoms of COVID-19
  - c. not visited another home that has a COVID-19 outbreak.

### What do I need to do to keep everyone safe?

To protect everyone you must:

1. wear the mask with visor (to protect your eyes) given to you at the entrance at all times when in the building. You may remove your mask to eat and drink.
2. clean your hands with hand sanitizer as you enter and leave the facility and before and after contact with the resident.
3. keep physically distant (at least 6 feet) from people other than the resident you are a caregiver for. This includes standing in line to enter the facility, in waiting areas, elevators and cafeterias.
4. once a month, read St. Joseph's essential visitor policy fact sheet (for the Veterans Care Program or Mount Hope) and St. Joseph's Guidelines for Safe Visits in Long-Term Care package and sign the Visitor Confirmation Sheet.

### Can I visit another resident?

No, we ask that you only visit the resident to which you are a designated caregiver or paid companion while in our building.

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## **I'm an essential visitor for a resident in end of life or palliative care. What do I need to know?**

### When can I visit and how long can I visit for?

Essential visitors for residents who are at the end of their life or in palliative care can visit based on the wishes of the resident and in collaboration with the care team.

### What rules do I need to follow to visit?

You must follow the same guidelines as designated caregivers as listed above, however, you do not have to have a negative COVID-19 test to enter the building.

## **I'm a general visitor. What do I need to know?**

### When can I visit?

General visitors must pre-schedule their visits with residents through our teams. Visits must be arranged at least 24 hours in advance.

- To arrange a visit with a veteran at Parkwood Institute call the Veterans family line at 519-685-4292 extension 41405.
- 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.

### What rules do I need to follow to enter the building?

Each time you enter our building you must follow the guidelines below:

- enter at the main entrance (Parkwood Institute - Zone C, Mount Hope - Grosvenor Street).
- be screened at the door for signs and symptoms COVID-19 and travel/contact history. Only those who passed screening will be permitted to visit.

For indoor visitors you must confirm with the screener you have:

- had a COVID-19 test within the past 14 days and have received a negative result
- not visited another resident who has COVID-19, is self-isolating or has symptoms of COVID-19
- not visited another home that has a COVID-19 outbreak.

### What do I need to do to keep everyone safe?

To protect everyone you must:

1. wear the mask with visor (to protect your eyes) given to you at the entrance at all times when in the building. You may remove your mask to eat and drink.
2. clean your hands with hand sanitizer as you enter and leave the facility and before and after contact with the resident.
3. keep physically distant (at least 6 feet) from people. This includes standing in line to enter the facility, in waiting areas, elevators and cafeterias.
4. once a month, read St. Joseph's general visitor policy fact sheet (for the Veterans Care Program or Mount Hope) and St. Joseph's Guidelines for Safe Visits in Long-Term Care package and sign the Visitor Confirmation Sheet.

### How long can I visit for?

General visitors can visit one resident per visit, for up to 1 hour.

### **Questions and answers for all visitors:**

#### How many visitors can a resident have at a time?

A resident can have two visitors at a time. That includes all types of visitors. Residents in end-of-life or palliative care may have more visitors, depending on their needs. Please speak with the care team for further details.

Visitors may have a support person attend with them if needed. This person does not count towards the total number of visitors a resident may have.

What is the minimum age required for an essential or general visitor?

A designated caregiver must be at least 18 years of age. General visitors may be any age, however, visitors under 14 must be accompanied by an adult.

Can a visitor/caregiver have a support person come with them?

Yes. If the visitor requires a support person to help with communication, mobility or personal care. A visitor's support person must follow the same rules to enter and stay safe in the building. Please let us know in advance if you require a support person for your visit.

I want to hug or be closer than 6 feet to the resident I am visiting. Am I allowed?

Caregivers and visitors who passed all screening and had a COVID-19 test within the last 14 days with a confirmed negative result can engage in close physical contact with a resident. The visitor and resident must wear a mask. They are encouraged to clean their hands before and after contact.