

Mount Hope

General Visitor Policy Fact Sheet

**Would you like to visit a resident at Mount Hope Centre for Long Term Care?
Please follow the guidelines below.**

General visitors must pre-schedule their visits at least 24 hours in advance and can visit one resident per visit, once a week for up to one hour.

- 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 resident need.

To enter our building general visitors must:

1. enter at the main entrance
21 Grosvenor Street Entrance.
2. be screened at the door for symptoms
COVID-19 and travel/contact history.
Only those who passed screening will
be permitted to visit.
3. Confirm with the screener they have:
 - ✓ had a COVID-19 test within the
past 14 days and have
received a negative result. (for
indoor visits only)
 - ✓ 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.

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To protect everyone general visitors must:

- wear the mask given to them at the entrance at all times
- clean their hands as they enter and leave the facility and before and after contact with the resident
- keep physically distant (at least 6 feet) from others. Close contact with the resident the visitor is visiting is allowed as long as the visitor has

passed all screening, including having a negative COVID-19 test within the past two weeks. Both the resident and visitor must wear a mask when closer than 6 feet from each other.

- once a month, read this fact sheet and Guidelines for Safe Visits in Long-Term Care package and sign the Visitor Confirmation Sheet.

If at any time a visitor does not comply with the guidelines as outlined above, their visits may be suspended until further notice.

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