

St. Joseph's Veterans Care Program

General Visitor Policy Fact Sheet

Would you like to visit a resident at Parkwood Institute's Veterans Care Program? 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. These visits will occur outside or indoors in the Chapel.

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

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.

To enter our building general visitors must:

1. enter at the Western Counties Wing 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. wear the sticker given to them at screening, while in the building.
4. 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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