

## Visiting Someone in Hospital



COVID-19 is a very contagious illness.

It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately means restricting or limiting visitors and Care Partners.

*Care Partners* are people who participate as a member of the care team and are identified and approved in partnership with the patient. *Care Partners* are seen as distinct from the casual “visitor”.

### What should a visitor/designated care partner expect?

- **No visitors** are permitted in any of the in-patient units, the Emergency Department or other Ambulatory Care areas. Virtual visitation is available 24/7. Exceptions may apply for parent of child, palliative care and critically ill patients. Only 1 designated **Care Partner** is allowed to visit, per patient per day.
- Visitors must be greater than 18 years of age (unless accompanied by adult to visit a patient receiving palliative/ end of life care).
- You will be screened for COVID-19 when you come into the hospital for your visit. You will be asked a number of questions and must provide your contact information.
- You will be provided with a “visitor” or a “care partner” badge which is to be worn when entering, travelling within and exiting the hospital.
- Compassionate exceptions and appeals may be considered on a case by case basis.

### Your responsibility as a visitor.

- Wear a mask at all times when you are in the hospital. If you have your own mask, please bring it, otherwise one will be provided to you.
- Answer the screening questions honestly.
- Follow the limitations on movement within the hospital. You may not wait in any common area nor visit any other area or patient within the hospital.
- Maintain a 2M (6 feet) physical distance from the person that you are visiting at all times. No hugging, kissing or touching or sitting on patient beds.
- Minimize community contacts while participating in patient care.
- Use hand sanitizer and wear personal protective equipment, where applicable.
- Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone.
- Respect all guidelines that have been put in place. Please ask if you do not understand. Violation of the requirements may result in cancelling a visit.

### Things to remember

- **Virtual Visits** for family, friends and loved ones can be scheduled seven days a week for all patients. Please contact the hospital and press ‘0’ to schedule an appointment.
- Check with the hospital regarding what gifts or items you can bring
- Do not bring in any food or drink for yourself
- You may be required to wipe down all personal items you bring in with a disinfectant
- Avoid touching your mask and face or adjusting your glasses during your visit
- **Visitor guidelines are subject to change based on current levels of risk to patient and community safety during the evolving pandemic.**
- Please ask if you have questions.