

Family Presence and Care Partnerships during COVID-19

Family and care partners are essential to the physical, emotional, social and spiritual well-being of our patients.

Four family care partners per in-patient are now welcome with two designated care partner at the bedside at a time, with the exception of ICU, end of life and MIC. Restrictions vary for outpatient appointments.

- The hours of care partner presence for the inpatient units are 8:00 am to 8:00 p.m. Times may be subject to change. If your loved one is in the London or Norman Bldg., please use the underground parking entrance.
- Actively participating in your screening and health assessment upon entry is mandatory.
- You are required to sign-out when leaving the hospital.

Please do not come to the hospital if you:

- Are feeling generally unwell – in addition, you will be asked screening questions upon entry at the hospital, related to the most current COVID-19 symptoms;
- Have tested positive for COVID-19 in the past 10 days or the test result is pending;
- Have had contact in the past 10 days with someone who tested positive for COVID 19; or
- Have been contacted by public health to isolate.

If the patient you wish to visit is COVID-positive or screening for COVID-19, one designated care partner is permitted. You will be provided instructions prior to your visit.

PLEASE NOTE: A hospital-issued mask will be provided to you. All care providers in the hospitals wear a mask when providing patient care. As a member of your loved one's care team, you will be expected to use this mask to cover your nose, mouth and chin at all times for the duration of your time in the hospital. To work in partnership and support the well-being of patients and everyone's safety please follow infection control guidelines on personal protective equipment, physical distancing, and hand hygiene. **Not following the guidelines results in not being able to visit.**

Follow the limitations on movement within the hospital:

- Remain in the patient's room unless directed by a health provider or for washroom use only.
- Only use the designated public washroom in the unit you are visiting.

These requirements are for your safety, patient safety, and staff safety. Questions can be directed to the Patient Experience Office at 519-464-4436.