

Frequently Asked Questions – Family and Visitor Policy

My Loved One Is in the Hospital – Can I Visit?

Bluewater Health currently has a Restricted Family Presence and Visitor Policy still in effect for the COVID-19 pandemic. Family/Care Partners are being identified for visiting. This may vary by unit. **There continues to be no access for visitors or caregivers who have not been pre-approved by the care team at our hospitals or the general public.**

How Do I Become a Designated Care Partner?

The care team will identify with the patient who their family/care partners are. The care partners must be consistent throughout the entire stay. The hospital will contact you if you have been named as a designated care partner for your loved one.

Exceptions are made in certain circumstances such as a patient at end of life. If your loved one is dying please speak to their care team.

What if I Want to Visit but Am Not an Approved Care Partner?

Due to COVID-19, Bluewater Health has restrictions in place limiting family support and visiting in the hospital – but that doesn't mean you can't 'connect' with a friend or loved one. Please let us know if you would like to schedule a virtual visit with a loved one in hospital, by completing an online [form](#) on the Bluewater Health website.

I Have Not Been Notified to Be a Care Partner – What Do I Do?

- Contact the patient's healthcare team and discuss this with them.
- If you need more information or still have a concern about the Restricted Family Presence and Visitor Policy call the Patient Experience Office at 519-464-4436 or email patientexperience@bluewaterhealth.ca.

We recognize the effects isolation can have on patients and their families. We appreciate your patience as we welcome family presence in the hospital in the safest way possible.