

Family Presence and Care Partnerships during COVID-19

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

To work in partnership and support the well-being of patients and the safety of everyone please be aware of the new infection control guidelines. Two family care partners are welcome in most units, with four permitted for patients in the Intensive Care unit, but restrictions remain in place.

- **Family/care partners will be selected by patients or substitute decision maker on admission.**
- The hours of care partner presence is limited to 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 and entrance.
- Follow signage to enter and exit the hospital.
- Actively participating in your screening and health assessment upon entry is mandatory.
- Be prepared to show your identification for contact tracing purposes.

Please do not come to the hospital if you:

- Are feeling generally unwell – or have a cough, elevated temperature or shortness of breath;
- Have tested positive for COVID-19 in the past 14 days or the test result is pending;
- Have had contact in the past 14 days with someone who tested positive for COVID 19; or
- Have been contacted by public health to isolate.

If you have signs and symptoms of COVID-19 you will be asked to visit the community assessment centre.

If the patient you wish to visit is COVID-positive or screening for COVID-19, the visit cannot occur until the patient has finalized test results or has recovered.

PLEASE NOTE: A hospital-issued mask will be provided to you. You will be expected to use this mask to cover your nose, mouth and chin for the duration of your time in the hospital, unless your provider asks you to remove it. Please follow the instructions on personal protective equipment, physical distancing, and hand hygiene.

Follow the limitations on movement within the hospital:

- Be aware of the designated path to and from the unit you are visiting.
- Only use the designated public washroom in the unit you are visiting.
- Remain in the patient's room unless directed by a health provider and for washroom use only.
- Once you exit the hospital, same day re-entry will not be permitted.

These requirements are essential for your safety, patient safety, and staff safety. Any violation of the requirements may result in cancelling the visiting approval. Questions or concerns can be directed to the Patient Experience Office at 519-464-4436.