

# Family Presence and Care Partnerships during COVID-19

Bluewater Health is pleased to welcome family and care partners back to the hospital. 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. One family care partner is welcome but restrictions remain in place.**

- **One consistent person will be identified as a family/care partner.**
- The hours of family care partner presence is limited to 2:00 to 7:00 p.m. Times and days may vary depending on the unit and may be subject to change.
- Enter through the main entrance only.
- Actively participating in your screening and health assessment upon entry is mandatory.
- Exit by the Tim Hortons door only.

**Please do not come to the hospital if you:**

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

**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 under suspicion of or screening for COVID-19, the visit cannot occur until the patient has finalized test results or has recovered.**

**PLEASE NOTE: You are required to wear a mask the entire time you are visiting. If you do not have one, a mask will be provided to you by the hospital. 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.