

## **Update to Visitor's Guidelines Effective Sept 9, 2020**

**Emergency Department:** Permitted 1 visitor during their ED visit. Once in the Department the visitor must wear a mask and remain in the patients' exam room. There will be no re-entry allowed if the visitor leaves the building or the Department. Visitors who are confirmed or have pending COVID swabs will not be permitted in the department.

**Inpatient Units (Including Acute, OBS and Paediatric Patients):** Permitted 2 visitors per day (1 at a time) between the hours of 1:00pm - 8:00pm. Once in the building the visitor must wear a mask and remain at the patient bedside. The Visitor may only enter and exit the building once per day. Inpatients who are confirmed or pending COVID swabs will not be permitted visitors. For OBS patients the primary support person may come and go from hospital, as necessary.

- **Stable Patients** can be taken outside by visitor in a wheelchair, if:
  - Visitor is able to transport them in and out of building on their own
  - Must remain on hospital property
  - Patient and visitor are both masked
  - If other visitors are outside to meet the patient, max. of three visitors total –all MUST socially distance and wear masks –visitor who takes the patient outside MUST keep a list of those who met the patient outside, in case of outbreak.

**Palliative Care Patients:** Patients with a Palliative Performance Score 30% or less, or with expectant death within 72 hrs. will be permitted two visitors at a time, any time of the day. The number of visitors in a day is unlimited. Once in the building the visitors must wear a mask and remain at the patient bedside. PPS will be assessed continually by the patient's nurse and family will be notified if their condition changes. Inpatients who are confirmed or pending COVID swabs will not be permitted visitors.

**Patients who require support for Outpatient, Ambulatory Care, or Obstetrical Ultrasound Appnts:** A small number of patients (e.g. very frail/elderly, patient with dementia, person who is non-verbal or severely disabled, Paediatric, or those in critical condition) are allowed 1 support person or advocate to be present.

**Oncology Patients:** Permitted 1 support person for first visit only

**Medical and Spiritual Care Visitors: (Clergy, Hospice Volunteers, Foot Care)** Permitted to visit 1 patient/day (they do not count as a visitor). Visits must occur between 8:00am - 1:00pm. This does not include hair dressers.

## VISITOR ASSUMPTIONS

- As LWHA looks to welcome back patients' visitors and loved-ones, the organization also looks to support from the community to adhere to these relaxed guidelines and restrictions to support LWHA in their efforts to keep everyone safe;
- Visitors will answer screening questions at the designated Entrance prior to entering the facility (if a visitor fails screening, they will be denied entry into the hospital; visitors will sign in on the daily sign in sheet with their name and phone number at the screening booth indicating the floor, and the patient's initials or the department they are visiting to allow for contact tracing if needed.
- All visitors must wear a mask and/or additional PPE as required; if a visitor has their own mask on they are welcome to continue to wear it while in the hospital
- **ALL VISITORS** must stay at patient bedside for visits, unless taking the patient outside, or attending an appointment.
- **ALL VISITORS** must only enter/exit the building once per day, unless taking the patient outside. Visitor cards will be used to track the number of visitors in a room and will be managed by the screeners and registration after hours.
- There will be **NO** visitors permitted for a confirmed or pending COVID-19 patients
- Family members are responsible to manage visiting to meet the guidelines outlined below
- It is strongly encouraged that visitors do not bring children with them to their appointments
- It is encouraged that visitors try and maintain the 6 feet social distancing with other visitors when in the patient rooms if possible.
- **There are no exceptions to the mask/PPE requirement and anyone not following will be asked to leave the facility.**