

The Listowel Wingham Hospitals Alliance is committed to creating an environment that is supportive of patient/family centred care while keeping our patients, families, caregivers, staff and physicians safe during the ongoing COVID-19 Pandemic. All individuals entering the hospital are required to undergo screening for COVID-19 and wear a mask for the duration of their visit.

Patients in isolation with a positive or pending COVID-19 swab may be permitted visitors for purposes of translation, mobility, discharge support and/or involved in providing care or where patient death is imminent and/or the patient is accessing Medical Assistance in Dying (MAID), as long as the visitor is willing to following isolation precautions AND in consultation with the health care team.

General Visiting: Inpatients are permitted two (2) general visitors at a time. Outpatients are permitted one (1) general visitor at a time.

General Visiting Notes:

- **Pediatrics** – patients under 18 years of age are permitted two (2) parents/guardians in inpatient and outpatient settings
- **Palliative** – Where patient death is imminent and/or the patient is accessing Medical Assistance in Dying (MAID), the health care team, in consultation with the patient, will determine a plan for the appropriate number of visitors
- **Clergy/Spiritual Care/Hairdresser** – are permitted to support patients requiring these services and will not replace a visitor.
- **Outdoor Visits** – will be permitted for patients that are ambulating independently or are able to be safely transported by a visitor. These visits will be permitted on hospital property.

Requirements for all Visitors:

- Pass the screening upon entry to the hospital, do not visit if you are feeling unwell
- Wear a hospital provided mask through their entire visit**
- Visitors are asked to avoid consumption of food or drink while in patient rooms
- Before providing any food or medications to patients, please discuss with the care team
- Only visit one patient
- Clean your hands before entry and after exit of a patient room
- Limit movement throughout the hospital with no access to common areas
- If personal support (for example, toileting, mobility, etc.) is required during your visit, please discuss with the care team
- Comply with staff requests, such as leaving the patient room for care as well as to maintain physical distancing
- To protect the privacy of patients, visitors and staff, the use of recording devices is not permitted without consent
- Avoid use of scented products (such as perfumes, body sprays), avoid bringing scented flowers into the hospital
- Provide a safe and respectful environment for patients, visitors and staff. Listowel Wingham Hospitals Alliance has a zero-tolerance policy against violence, abusive and/or threatening behaviour

Concerns are to be discussed with the care team. If unresolved, speak with the Departmental Manager. You may also contact the Patient Experience Office at patientexperience@lwha.ca or 519-357-3711 x6206

References:

Southwest Hospitals Group November 1, 2021: Guiding Principles for Visitors
Adapted from Hanover and District Hospital visitor information February 17, 2022