



Identifier:	POL-3 - CORP - 3094
Version:	3
Folder:	CORPORATE /

## Visitor/Caregiver Presence and Guidelines

### Policy Statement:

Listowel Wingham Hospitals Alliance (LWHA) is committed to creating an environment that is supportive of patient/family centered care, and strives to provide an excellent patient experience. We welcome and recognize families as partners in patient care and believe that they are integral to patient safety, comfort, medical and psychological well-being, and the healing process (OHA). We are committed to providing a safe, secure, and comfortable environment for our patients and staff.

### Procedure:

1. Visiting is based on the condition, care needs and expressed wishes of each patient. Patients are to be assured that their family will be welcomed.
2. Visiting may be balanced or adjusted depending on other needs of patient care including but not limited to timely and effective care, rest and sleep, privacy of the patient or others, safety and security, and/or infection prevention and control. Physical space limitations and safety will be considered.
3. Patients who have a pending or a positive COVID 19 result will not be allowed visitors. Visitors will only be permitted during COVID positive/pending isolation for patients who are: deemed palliative with a PPS of less than 30% and nearing end of life, pediatric patients, or when deemed absolutely necessary by the multi-disciplinary team with leader/institutional approval.
4. Visitors who are feeling unwell; have an infection; have symptoms of respiratory illness, symptoms of flu like illness or communicable diseases should not visit. Visitors with these symptoms may be asked to leave for the protection of vulnerable patients.
5. Visitors are to perform hand hygiene with soap and water or alcohol-based hand rub before entering a patient's room and after visiting a patient.
6. Children (<14 years) as visitors must be directly supervised by an adult, who is not the patient. Exceptions will be made based on the patient's wishes and assurance that the child understands and respects the visiting policy.
7. Visiting may be interrupted to provide patient care, treatments and therapy as requested by inter-professional healthcare team members. This includes care of another patient in the same room.
8. Visitors will only be permitted to visit one patient during their visit to an LWHA Hospital. Visitors should not go room to room visiting multiple patients.
9. All visitors will be required to wear a mask covering their nose, mouth and chin at all times while in the hospital building. If a visitor is found to be repeatedly non-compliant with wearing a mask, visiting privileges may be revoked by LWHA staff.
10. Visiting may be restricted to protect the privacy rights of other patients or to maintain safety and security under certain circumstances.
11. Visiting hours may be restricted or cancelled in the event of an infection control outbreak, emergency, pandemic, or patient request.
12. Questions or concerns regarding family presence should be directed to the Clinical Nurse Lead, Team Lead or Unit Manager first.

Approved by:	JUSTINE LESLIE, VP of Clinical Services and Chief Nursing Executive	Effective on:	2022-10-14
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- 13. Alternative guests (e.g. pets and/or animal-assisted therapy) must be pre-arranged with the inter-professional team and the Pet Visiting Policy and Procedure adhered to. (Refer to Pet Visiting Policy and Procedure in the cross reference section)

**Cross Reference:**

[Privacy and Confidentiality Requirements for Visitors  
Pet Visiting](#)

**References:**

Managing Hospital Visitation During the Fourth Wave of COVID-19 Common Principles for the Southwest

Collingwood G&M Visiting Policy (2016)

Canadian Foundation for Healthcare Improvement (2017), <http://www.cfhifcass.ca/WhatWeDo/a-z-topics/family-presence>

Ontario Hospitals

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