

WELCOME VISITORS



We know how important visitors are to our patients who have been admitted to the hospital and are pleased to welcome you back. There are a number of infection prevention and control measures in place for everyone's safety, and these measures must be followed throughout your visit. Please speak with a member of our team if you have any questions. Enjoy your visit!



All visitors must:

- Be designated by the patient.
- Be 18 years of age or older.
- Schedule their visit ahead of time with the patient.
- Use the Visitor Sign-In Book on the unit.

Please note: All visitors must sign-in when entering the unit and sign-out when exiting the unit.

Visiting hours on our inpatient units are daily from 9 a.m. to 8 p.m.

Please stay in the room with your loved one for the duration of the visit.

Only one person allowed at a patient's bedside at any given time.

Plan your visit ahead of time. Coordinate with the patient and other visitors so that only one person is at the patient's bedside at a time (including Essential Care Partners).

If you are waiting for another visit to finish, please wait outside the building or in your car.

Infection control guidelines to follow while inside the hospital:

- 1 Must pass screening for COVID-19 before coming inside the hospital.
- 2 Wear the mask provided at screening at all times.
- 3 Clean your hands when you enter the building, when entering and exiting the patient's room, during your stay and when you leave.
- 4 Put on the appropriate personal protective equipment as shown on the sign posted outside the patient's room.
- 5 Maintain physical distancing of six feet (two metres) from others and follow the signs that limit the number of people in rooms and elevators.
- 6 Stay in the patient's room for the duration of the visit. Going for walks is not currently permitted, unless to use a public washroom. Visitors must not visit common areas located within the unit. Exceptions may be made for utilization of the Indigenous Family Space.
- 7 Do not eat or drink while inside the hospital.
- 8 Use public washroom(s) and not patient washrooms.

Essential caregivers/support persons who refuse to follow safety guidelines may lose their visiting privileges.

Visitors are not permitted:

- For patients in droplet/contact precautions with an Acute Respiratory Infection (ARI) flag.
- For patients with a confirmed or suspected case of COVID-19 or deemed a COVID contact.
- For patients located on a unit in a COVID outbreak.
- If they have tested positive for COVID or had close contact with a confirmed or probable case of COVID.
- If they are experiencing any COVID-19 symptoms.
- If they been outside of Canada in the last 14 days and are required to isolate as per the Quarantine Act.



Guidelines for Visitors and Essential Care Partners

Care Area	Guidelines
Inpatient Care	<ul style="list-style-type: none"> Inpatient visiting hours are daily from 9 a.m. to 8 p.m. Patients admitted to the hospital (inpatients) are permitted one person at the patient's bedside at any given time, with limited exceptional circumstances allowing for additional visitors/ECPs or visiting after-hours. Patients will determine their visitors and/or Essential Care Partners (ECPs). Patients may designate up to 5 visitors and/or ECPs. Only 1 visitor/ECP can be onsite at a time. Visitors/ECPs must coordinate with the patient and other visitors so that there is only one person at the bedside at any given time. Visitors who enter the hospital must pass screening, check in at the nursing station on the unit and use the visitor sign in book. <p>Exceptions</p> <ul style="list-style-type: none"> Critical Care Unit: Visits on the critical care unit must be scheduled in advance. Please connect with the critical care team on the unit to make an appointment. Mental Health Inpatient Unit: Visiting hours on the Mental Health Inpatient Unit are weekdays from 2 – 8 p.m. and weekends from 10 a.m. – 8 p.m. Visits are booked for 2 hours per visitor. Visits must be scheduled in advance. Please connect with the care team to make an appointment. B6 Medical Inpatient Unit: The B6 Medical Inpatient Unit is currently caring for COVID patients, and as a result there are some visitor restrictions in place. Patients are permitted 1 visitor per day for 1 hour. Patients can designate up to 2 visitors, and visits must be scheduled in advance. Please connect with the care team to make an appointment.
Emergency Department & Urgent Care Centre	<ul style="list-style-type: none"> One visitor/ECP for Emergency Department and Urgent Care Centre patients. Two visitors/ECPs for a pediatric or labour and delivery patient. The need for a visitor/ECP will be constantly re-assessed by the care team and support persons may be asked to leave at any time based upon conditions within the department.
Outpatient Care	<ul style="list-style-type: none"> Outpatient care patients are not permitted to have a visitor accompany them at this time, with some exceptions that must be approved in advance by clinic staff. These exceptions include patients for whom we cannot provide safe care or for whom treatment would not progress without a support person present (i.e. cognitive challenges, developmentally delayed, language impairment, physical challenges, under the age of 18) requiring a support person to be present because we cannot provide safe care otherwise. The Cancer Clinic (Oncology) allows visitors/ECPs to be present as required. In addition to this, one visitor is permitted for the first clinic visit and the first treatment visit.
Pediatric Care, NICU & Family Birthing Centre	<ul style="list-style-type: none"> Two visitors/ECPs for all pediatric patients (under the age of 18) in the Emergency Department and inpatient units. One visitor/ECP after 8:00 p.m. One visitor/ECP for pediatric outpatients (i.e. PARS & Bili Clinic). Two visitors/ECPs for NICU patients. One visitor/ECP after 8:00 p.m. Two support persons for a patient in labour. After birth, 1 support person for the duration of the hospitalization. For special circumstances, accommodations will be made as required.
Patients at End-of-Life	<ul style="list-style-type: none"> Patients who are at end-of-life may have up to two visitors/ECPs at the bedside at a time, and an additional person who is a spiritual leader may also be present. Visiting may occur after hours in consultation with the care team.

The care team will do everything possible to accommodate visitors and ECPs. There may be times we are unable to do so and the reasons will be communicated to the patient and/or visitors/ECPs.

Patients, visitors and ECPs may ask for an appeal. Please direct appeals to the Patient Relations Office (x2395) or the Manager-On-Call.

Visitors Entering BCHS Sites

All visitors must use the D-Wing entrance of Brantford General Hospital (BGH), and the Urgent Care Entrance at The Willett.

Pediatric, NICU, Labour & Delivery, Dialysis and Diagnostic Imaging visitors may enter the Brantford General Hospital through the A-Wing Entrance.



After Your Visit

- Before leaving the unit, please sign-out of the Visitor Sign-In Book.
- Visitors will leave Brantford General Hospital through Door 22 located in D Wing Main floor. At The Willett, visitors exit through the Thrive/Life Labs area located on the first floor.
- If you have questions about the BCHS Visitor Policy, please contact a member of your loved one's care team by calling Switchboard at **519-751-5544 extension 0**.
- For more information, visit the BCHS website at www.bchsys.org.

