

# WELCOME VISITORS

We know how important visitors are to our patients who have been admitted to the hospital. 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:

Follow the safety guidelines while inside the hospital including passing self-screening.

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

## Only two visitors allowed at a patient's bedside at any given time.

**Plan your visit ahead of time.** Coordinate with the patient/family in advance so that only two people are at the patient's bedside at a time, three if there is a child present. Children under the age of 12 who are supervised are able to visit. If you are waiting for another visit to finish, please wait in the Cafeteria located near the D-Wing entrance at BGH.

## Infection control guidelines to follow while inside the hospital:

- 1 Must pass self-screening for acute respiratory infection/COVID-19 before coming inside the hospital. If you are not feeling well please do not visit the hospital.
- 2 BCHS follows a mask-friendly policy. This means that patients and families, visitors, employees, professional staff and volunteers will no longer be required to wear a mask within hospital sites with the exception of the Oncology Clinic and a unit in outbreak. Masks are available at main entrances for anyone who wishes to wear one. We ask that everyone support and respect every individual in their personal choice regarding masking.
- 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 Do not eat or drink while inside an isolation room.
- 6 Use public washroom(s) and not patient washrooms.
- 7 Visitors may be asked to leave the room at any time to allow BCHS staff into the room to carry out their duties.

**Visitors who refuse to follow safety guidelines may lose their visiting privileges.**

**We continue to encourage everyone in our community, including visitors, to get the COVID-19 vaccine as soon as possible. The COVID-19 vaccine continues to offer strong protection against serious hospitalizations.**

## Visitors ARE NOT PERMITTED:

- For patients located on a unit in a COVID outbreak. Exceptions may be made for compassionate reasons, as approved by the department manager.
- If they are experiencing any acute respiratory infection/COVID-19 symptoms.

**Please note: Special consideration may be given for visitors visiting a palliative patient. These circumstances will be reviewed on a case-by-case basis.**



## Guidelines for Visitors and Essential Care Partners

Care Area	Guidelines
Emergency Department & Urgent Care Centre	<ul style="list-style-type: none"> <li>Visiting hours in the Emergency Department are 24 hours a day, 7 days a week.</li> <li>One visitor for all adult Emergency Department and Urgent Care Centre patients. Two visitors for a pediatric and NICU patients.</li> <li>The need for a visitor 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.</li> </ul>
Inpatient Care	<ul style="list-style-type: none"> <li>Inpatient visiting hours are <b>daily from 9 a.m. to 8 p.m.</b></li> <li>Patients admitted to the hospital (inpatients) are permitted <b>two visitors at their bedside at any given time, three if there is a child present.</b> Children under the age of 12 who are supervised may visit.</li> <li>COVID positive patients will be permitted one visitor at the bedside at a time, with a maximum of two designated.</li> </ul>
Mental Health Inpatient Unit	<ul style="list-style-type: none"> <li>Visiting hours on the Mental Health Inpatient Unit are weekdays from 2 p.m. to 8 p.m. and weekends from 10 a.m. to 8 p.m. Visits are booked for 2 hours per visitor.</li> <li>Two visitors per patient at a time. Patients may have multiple visitors per day if availability allows.</li> <li>Patients can call 519-751-5544 extension 2424 to preschedule appointment. Same day bookings will be accommodated availability permitting.</li> </ul>
Pediatric Care	<ul style="list-style-type: none"> <li>Two visitors/caregivers for all pediatric patients (under the age of 18) in the Emergency Department, Urgent Care Centre and Inpatient Units. One visitor/caregiver after 8 p.m. Visitors who are under the age of 12 must be siblings and supervised.</li> <li>One visitor/caregiver for pediatric outpatients (i.e. PARS &amp; Bili Clinic).</li> <li>One asymptomatic visitor/caregiver may be the support person for pediatric inpatients with confirmed or suspected COVID-19 as long as the clinical team is able to provide the visitor with a safe environment and teaching necessary for infection control.</li> <li>For special circumstances, accommodations will be made as required.</li> </ul>
Neonatal Intensive Care Unit (NICU)	<ul style="list-style-type: none"> <li>Two visitors/caregivers for NICU patients. One visitor after 8 p.m.</li> </ul>
Labour & Delivery and Post Partum	<ul style="list-style-type: none"> <li>Two visitors/caregivers for all Labour &amp; Delivery and Post-Partum patients. Unlimited length of visit. One visitor/caregiver after 8:00 p.m. Visitors who are under the age of 12 must be siblings and supervised.</li> <li>Exceptional circumstances requiring more than two visitors/caregivers at a time include: midwife, surrogate parent, adoptive parent.</li> <li>One asymptomatic visitor/caregiver may be the support person for a woman in labour with confirmed or suspected COVID-19 as long as the clinical team is able to provide the visitor with a safe environment and teaching necessary for infection control.</li> <li>For special circumstances, accommodations will be made as required.</li> </ul>
Outpatient Care	<ul style="list-style-type: none"> <li>One visitor may accompany each outpatient to their appointment.</li> </ul>
Patients at End-of-Life	<ul style="list-style-type: none"> <li>Patients who are at end-of-life may have more than two visitors at the bedside at a time. Please coordinate with the care team.</li> <li>Visiting may occur after-hours in consultation with the care team.</li> </ul>

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

Patients and visitors may ask for an appeal. Please direct appeals to the Patient Experience Office (x2395) or the Manager-On-Call by calling our Switchboard at 519-751-5544 ext. 0



## Visitors Entering BCBS Sites

All visitors may enter the hospital through the A-Wing entrance or D-Wing entrance of Brantford General Hospital (BGH), and the Urgent Care Entrance at The Willett.

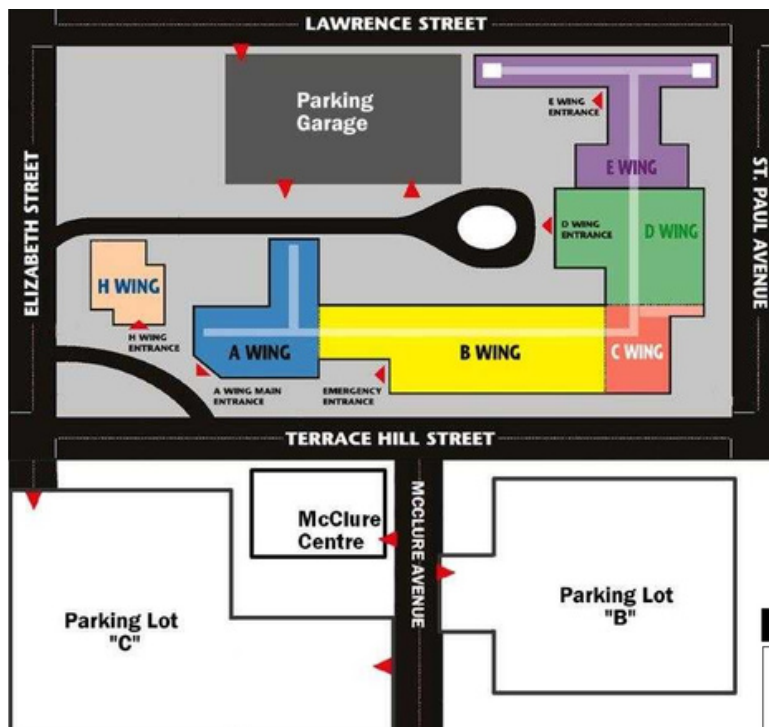
All visitors must perform hand hygiene, complete and pass screening and follow the visitor rules.



## After Your Visit

- If you have questions about the BCBS 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 BCBS website at [www.bchsys.org/visitors](http://www.bchsys.org/visitors)

## Map of the Brantford General Hospital



## Map of the Willett

