

# WELCOME ESSENTIAL CARE PARTNERS

We know how important Essential Care Partners (ECPs) 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!



**Essential Care Partners** (ECPs) are individuals who are designated by the patient as persons who provide direct support to a patient requiring cognitive support, physical care, emotional support and/or cultural/language interpretation support.

### All ECPs must:

- Be designated by the patient.
- Schedule their visit ahead of time with the unit.
- Follow the safety guidelines while inside the hospital.

### 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 ECP allowed at a patient's bedside at any given time.

**Plan your visit ahead of time.** Coordinate with the unit so that only one person is at the patient's bedside at a time. 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.

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

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

### ECPs 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 have 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
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 ECP for all adult Emergency Department and Urgent Care Centre patients. Two ECPs for a pediatric and NICU patients.</li> <li>• The need for an 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.</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>one ECP at their bedside at any given time</b>, with the maximum of two designated ECPs. The individuals on the patient's list can be updated after a 14 day period.</li> <li>• Patients will connect with their care team who will help establish the schedule for visiting. ECPs must be scheduled 24 hours in advance. The care team will do everything possible to accommodate ECPs. There may be times we are unable to do so and the reasons will be communicated to the ECPs.</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 – 8 p.m. and weekends from 10 a.m. – 8 p.m. Visits are booked for 2 hours per visitor.</li> </ul>
Pediatric Care and Neonatal Intensive Care Unit (NICU)	<ul style="list-style-type: none"> <li>• Two ECPs for all pediatric patients (under the age of 18) in the Emergency Department, Urgent Care Centre and Inpatient Units. One ECP after 8:00 p.m.</li> <li>• One ECP for pediatric outpatients (i.e. PARS &amp; Bili Clinic).</li> <li>• Two ECPs for NICU patients. One ECP after 8:00 p.m.</li> <li>• For special circumstances, accommodations will be made as required.</li> </ul>
Labour & Delivery and Post Partum	<ul style="list-style-type: none"> <li>• One ECP for a patient in labour. After birth, one ECP for the duration of the hospitalization. Unlimited length of visit.</li> <li>• Exceptional circumstances requiring two ECPs at a time include: midwife, surrogate parent, adoptive parent.</li> <li>• For special circumstances, accommodations will be made as required.</li> </ul>
Outpatient Care	<ul style="list-style-type: none"> <li>• Outpatient accompaniment continues by exception only: One ECP is allowed for patients requiring cognitive, mobility or emotional support and must be approved in advance by clinic staff.</li> <li>• The Cancer Clinic (Oncology) allows one ECP to be present.</li> </ul>
Patients at End-of-Life	<ul style="list-style-type: none"> <li>• Patients who are at end-of-life may have up to two ECPs at the bedside at a time, and an additional person who is a spiritual leader may also be present.</li> <li>• Up to 5 designated ECPs permitted per patient.</li> <li>• Visiting may occur after-hours in consultation with the care team.</li> </ul>

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

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



## ECPs Entering BCHS Sites

All ECPs 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 BGH through the A-Wing Entrance.



## After Your Visit

- ECPs will leave BGH through Door 22 located in D-Wing Main floor. Imaging patients can leave through Door 44 on the first floor of A-Wing at BGH. At The Willett, ECPs 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](http://www.bchsys.org)**.

