

# 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 and wearing the medical mask provided at the hospital entrance.

## 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 visitor 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 one person is at the patient's bedside at a time, two if there is a child present. Children under the age of 12 who are supervised and able to mask may 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 COVID-19 before coming inside the hospital.
- 2 Wear the mask provided at screening at all times. Those who refuse to properly wear a mask will not be permitted entry. Visitors are encouraged to speak with us if they have a medical condition that prevents them from wearing a mask. We will work with visitors to accommodate their needs.
- 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. Exceptions include the designated cafeteria space.
- 8 Use public washroom(s) and not patient washrooms.

**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.
- If they are experiencing any COVID-19 symptoms.
- If they have tested positive for COVID or had close contact with a confirmed or probable case of COVID within the past 10 days. Symptoms must also be improving for 24 hours with no gastrointestinal symptoms for at least 48 hours.
- If they 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 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>one visitor at their bedside at any given time, two if there is a child present.</b> Children under the age of 12 who are supervised and able to mask may visit.</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>One visitor 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 and Neonatal Intensive Care Unit (NICU)	<ul style="list-style-type: none"> <li>Two visitors for all pediatric patients (under the age of 18) in the Emergency Department, Urgent Care Centre and Inpatient Units. One visitor after 8 p.m.</li> <li>One visitor for pediatric outpatients (i.e. PARS &amp; Bili Clinic).</li> <li>Two visitors for NICU patients. One visitor after 8 p.m.</li> <li>One household, asymptomatic visitor may be the support person for a pediatric inpatient, for a confirmed or suspected COVID-19 patient 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>
Labour & Delivery and Post Partum	<ul style="list-style-type: none"> <li>Two visitors for a patient in labour. After birth, one visitor for the duration of the hospitalization. Unlimited length of visit.</li> <li>Exceptional circumstances requiring more than two visitors at a time include: midwife, surrogate parent, adoptive parent.</li> <li>One household, asymptomatic visitor may be the support person for a woman in labour, for a confirmed or suspected COVID-19 patient 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 up to two visitors at the bedside at a time, and an additional person who is a spiritual leader may also be present.</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 Relations Office (x2395) or the Manager-On-Call by calling our Switchboard at 519-751-5544 ext. 0**



## Visitors Entering BCHS 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 complete and pass screening, wear the mask provided by the hospital at screening and agree to the visitor rules.



## After Your Visit

- 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/visitors](http://www.bchsys.org/visitors)

## Map of the Brantford General Hospital

