

Brant Community Healthcare System

Visiting Hours and Information

Brant Community Healthcare System has updated its visitor policy. We are focused on the safety of everyone and want you to know it is safe to be at our hospital sites.

General visiting hours are from **12:00 noon to 8:00pm daily** at Brantford General Hospital and The Willett. **Appointments must be scheduled 24 hours in advance** through the unit clerks on each hospital unit. Each patient is allowed a scheduled 1-hour visit with one visitor at least once every two days.

Visiting Guidelines



BCHS has taken additional precautions to deal with COVID-19 and to keep everyone safe and healthy. Our Visitor Policy is updated as of July 2, 2020 and we are committed to providing you with safe, high quality care.

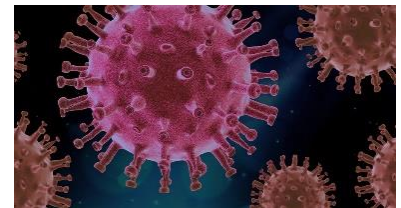
We are doing everything possible to meet your needs and have temporary measures in place for caregiver visits.

We'll continue to look at our visiting guidelines and make changes when we need to.

COVID-19 Patients

There are no visitors allowed for patients diagnosed with COVID-19. This includes confirmed and suspected cases.

We will help schedule virtual visits when possible.



Essential Visitors for All Other Patients

Essential visitors are chosen by patients and must be at least 18 years old. They are allowed to visit for compassionate reasons and in exceptional circumstances. Essential visitors are usually family members or caregivers including people who are visiting or assisting a patient who is gravely ill or at end of life.

Other essential visitors include:

- One parent or guardian of a child or youth patient
- Up to two support persons for a woman in labour
- One caregiver supporting a patient following a surgery or procedure. For instance, if you are a caregiver supporting a patient, you may help them get to the preparation area, and pick them up outside the hospital entrance when they are ready.
- One caregiver providing essential assistance to a patient with cognitive or physical support and cultural interpretation.

BCHS Visitor Restrictions



As a visitor, you will not be allowed into BCCHS if you have tested positive for COVID-19, have been in close contact with someone who is a confirmed or probable case of COVID-19, or have tested positive for COVID-19. You will not be allowed into BCCHS sites if you:

- Are feeling unwell with other symptoms such as fever, cough, difficulty breathing, vomiting, diarrhea or a new rash
- Have been outside of Canada in the past 14 days
- Have had close contact with a person with an acute respiratory illness who has been outside of Canada in the 14 days before symptoms begin to show.

Guidelines for All Visitors

- Each patient can have up to two (2) designated visitors, with only one person at a time allowed to visit.
- There may be some time periods when visitors will be restricted from visiting certain hospital units.

Visitors Entering BCCHS Sites

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

You will be screened at the door and must follow all required precautions related to personal protective equipment. Once inside the unit, you will be restricted to the patient's room. You must clean your hands upon arriving at the hospital, and again when entering and leaving the patient's room. Additionally, you must wear personal protective equipment as shown on the sign posted outside the patient's room.



You may not eat or drink in the patient's room, and you should avoid touching anything in the patient's room. Washrooms in patient rooms are for the patient only – visitors must use public washrooms. Visitors may not visit common areas located within the unit except for those using the Indigenous Family Space.

After Your Visit

Visitors will leave **Brantford General Hospital through Door 22 located in D Wing Main floor**. **At The Willett, visitors will exit through the Urgent Care entrance**.

If you have questions about the BCCHS 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 BCCHS website at www.bchsys.org.