

Brant Community Healthcare System Visiting Hours and Information

Brant Community Healthcare System has updated its visitor policy **effective June 14, 2021**. With the higher increase in community spread of COVID-19 and capacity issues, BCHS continues to review hospital visitor policy and guidelines regularly to ensure the safety and wellbeing of everyone at our hospital sites including patients, visitors, employees, physicians and volunteers.

Visiting Guidelines

At this time, visitors are not permitted, with the exception of essential caregivers/support persons.

Essential caregivers/support persons are:

- Individuals who are designated by the patient or substitute decision-makers as persons who provide direct support to a patient requiring cognitive support, physical care, emotional support and/or cultural/language interpretation support.



All essential caregivers/support persons must:

- Be from the same household as the patient or a consistent caregiver.
- Be designated by the patient. Patients may designate up to two individuals as their essential caregivers/support persons. The individuals on the patient's list can be updated after a 14-day period.
- Be 18 years of age or older.
- Enter at visitor/patient entrances.
- Complete and pass visitor screening.
- Wear the mask provided at screening at all times during the visit.
- Practice physical distancing (keep a distance of 2 metres/6 feet apart from others).
- Follow strict hand hygiene guidelines and respiratory etiquette (covering sneezes and coughs).
- Put on the appropriate personal protective equipment as shown on the sign posted outside the patient's room.
- Stay in the patient's room for the duration of the visit. Going for walks is not 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.
- Not eat or drink while in the patient's room.
- Minimize unnecessary contact with the patient and their environment.
- Use public washroom(s) and not patient washrooms.
- Consult with clinical team to determine length of visit.

Essential caregivers/support persons are not permitted:

- For patients in droplet/contact precautions with an ARI flag.
- For patients with a confirmed or suspected case of COVID-19.
- For patients that are deemed a COVID contact due to exposure.
- For patients located on a unit in a COVID outbreak.
- If they have tested positive for COVID-19.
- If the visitor has had close contact with a confirmed case or probable case of COVID-19.
- If they are experiencing any COVID-19 symptoms.
- If they have been outside of Canada in the last 14 days.

Virtual visits will be supported when possible.

Additional Reminders

Essential caregivers/support persons must follow all safety guidelines during their visit, especially keeping their masks on at all times and refraining from eating or drinking while visiting.

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

Emergency & Urgent Care

**One essential caregiver/support person for Emergency Department and Urgent Care Centre patients.
Two essential caregivers/support persons for a pediatric or labour and delivery patient.**

- The need for an essential caregiver/support person will be re-assessed regularly by the care team. Support persons may be asked to leave at any time based upon conditions within the department.

Outpatient Care

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 who cannot receive safe care or treatment without a family member/support person present. These include patients who are frail or elderly, live with dementia, a person who is non-verbal or severely disabled. In these cases and at the direction of the clinical team, a family member or caregiver may be required to accompany a patient.

Inpatient Care

Patients admitted to the hospital (inpatients) are permitted two essential caregivers/support persons during their hospital stay, with limited exceptional circumstances.

- One essential caregiver/support person is permitted to visit daily for one-hour during the visiting hours of 9am to 8pm. Please note: only one essential caregiver may visit per day. The time and frequency of the visit will be determined in partnership with the care team and based on patient needs.
- Essential caregivers/support persons must be scheduled 24 hours in advance. In circumstances where visits cannot be scheduled 24 hours in advance, the team will do everything possible to accommodate.
- Patients will connect with their care team who will help establish the schedule for visiting.

Exceptional Circumstances

Limited exceptions exist for allowing additional essential caregivers/support persons, expanded visiting times and increased visiting frequency, including:

Compassionate Grounds

- Compassionate grounds for a patient who is gravely ill or at end of life.

Pediatric Unit, Neo-natal Intensive Care Unit (NICU) and Family Birthing Centre

- Two essential caregivers/support persons for all pediatric patients (under the age of 18) in the Emergency Department and inpatient units. 1 parent or caregiver after 8:00 p.m.
- One essential caregiver/support person for pediatric outpatients (i.e. PARS & Bili Clinics).
- Two essential caregivers/support persons for NICU patients. 1 parent or caregiver after 8:00 p.m.
- One essential caregiver/support person for a patient in labour. Examples of exceptional circumstances requiring two support persons include:
 - Midwife support
 - Surrogate parent
 - Adoptive parent

- In the event of special circumstances, accommodations will be made as required.

As each situation is unique, the Clinical Manager or delegate will determine whether an essential caregiver/support person meets the exceptional criteria and will work with the patient, family and clinical team on compassionate expectations. In some situations, the appeals process may be triggered through the **Patient Relations department at extension 2395** to work out an agreeable resolution.

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 and NICU visitors** must enter the Brantford General Hospital through the **A-Wing Entrance**.



After Your Visit

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.

More Info

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.



Exceptional Care—Exceptional People