

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.

Visiting Guidelines

- Visiting hours are from **9am to 8pm daily** at Brantford General Hospital and The Willett. **Appointments must be scheduled 24 hours in advance** through the care team on each hospital unit.
- Visitors must be designated by the patient. Patients may designate **up to two individuals who will be the only people able to visit**. A patient's visitor list can be updated after a 14-day period. In some circumstances (i.e. for a patient who is unable to make decisions), a Power of Attorney or Substitute Decision Maker will designate visitors.
- Visitors must be at least 18 years of age. Exceptions may apply under the "Exceptional Circumstances" criteria listed below.



BCHS has taken additional precautions to deal with COVID-19 and to keep everyone safe and healthy. Our Visitor Policy is updated as of **September 30, 2020** and we remain 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 review visiting guidelines and make changes when needed.

Emergency and Urgent Care

One visitor is permitted per patient in the Emergency Department and Urgent Care Centre.

- There may be times with extremely high volumes at the Emergency Department and/or Urgent Care Centre. When this happens, **departments may reserve the right to restrict visitors**.
- Departments may allow visitors for only those who meet exceptional circumstances criteria, including: compassionate grounds, essential assistance and children/youth.

Outpatient Care

Visitors are not permitted in Outpatient Areas – Diagnostic Imaging, Day Surgery, on-site Clinics. This is to ensure we can treat patients and maintain safe physical distancing for those waiting for care:

- In exceptional circumstances, one family member/caregiver is permitted to support a patient following a surgery or procedure.
 - Special circumstances include compassionate grounds, essential assistance and children/youth, or women in labour.
- Family members/caregivers who are to attend with the patient need to be approved in advance by clinic staff.

Inpatient Care

Limited visitors allowed for inpatients – patients who are admitted to hospital

- One visitor per patient per day.
- One-hour visit time-slots between the hours of **9am and 8:00pm. Visits are 1 hour and up to 2** based on patient environment.
- **Visitors must be designated by the patient** who may designate up to two individuals. They will be the only people allowed to visit. Individuals on the patient's list can be updated after a 14-day period.
- Patients will speak with their care team who will help set up the visiting schedule.

Exceptional Circumstances

Limited exceptions are in place to allow additional visitors, longer visit times and increases in the number of visits. Exceptions include:

Compassionate Grounds

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

Essential Assistance

- Caregiver providing essential assistance to a patient who needs cognitive support, physical care, emotional support and/or support for cultural interpretation.
- Support person(s) for a patient in labour.
- Other special needs as determined by the care team.

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

- Two parents or caregivers of a child or youth who is a patient on the Pediatric Unit during visiting hours. 1 parent or caregiver after hours.
- Two parents or caregivers of a baby admitted to NICU. 1 parent or caregiver after hours.
- One support person for a patient in labour. Examples of exceptional circumstances requiring two support persons include:
 - One midwife support – support person and midwife
 - One surrogate parent – support person and intended parent(s)
 - One adoptive parent – support person and adoptive parent(s)
- When the patient is in the operating room, the support person must wait in the designated waiting area and will not be allowed to enter the operating room.
- In the event of special circumstances, accommodations will be made as needed.

As each situation is different, the clinical manager or delegate will determine whether a visitor meets the exceptional criteria and will work with the clinical team, patient and family on compassionate expectations. In some situations, the appeals process may be triggered to assist in finding an agreeable resolution through the Patient Relations Department at extension 2395.

Visitor Restrictions

Visitors are not permitted:

- For patients under acute respiratory infection (ARI) precautions or for confirmed or suspected cases of COVID-19.
- If they have tested positive for COVID-19 or have been in close contact with a confirmed or probable case.
- If they are experiencing any COVID-19 symptoms.
- If they have been outside of Canada in the last 14 days.

We will help schedule virtual visits when possible.

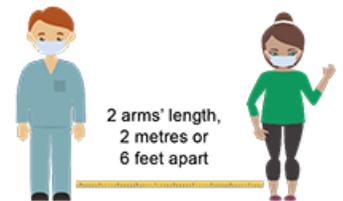
Visitors Entering BCHS Sites



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

Visitor Responsibilities

- All visitors must be screened before entering the hospital.
- Masks must be worn at all times in the hospital.
- Visitors must practice physical distancing in all public areas.
- Visitors must practice good hand hygiene when entering and exiting the hospital, unit and patient room.
- Visitors will be restricted to the patient's room only. Visitors must not visit common areas located within the unit. Exceptions may be made for utilization of the Indigenous Family Space.
- Visitors must put on the appropriate personal protective equipment as shown on the sign posted outside the patient's room.
- Eating/drinking are not permitted within the patient room, waiting areas and common areas.
- Visitors should not touch anything in the room.
- Visitors must use public washrooms. They **must not** use patient washrooms.



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.

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 us at www.bchsys.org**

