

Visiting and Family Presence Practices* at St. Paul's Hospital during COVID-19

July 8, 2020

The pandemic has presented many challenges for hospital patients and their family members. As of July 7, the Public Health Order has created space for increased family presence at the Hospital. At St. Paul's Hospital, we are working on the internal processes for designating visitors and will be ready to welcome designated family supports on **July 9, 2020**.

*These practices are subject to change based on the pandemic risk levels, any and all relevant Public Health Orders, and current Family Presence Guidelines for the SHA. Please check back online for current information.

Visiting and Family Presence Practice at St. Paul's:

Safety Requirements for all designated family members/support persons:

- All visitors/family members/support persons will be screened using the provincial screening tool. Please stay home if you are experiencing any symptoms of illness or have been asked to quarantine.
- As a designated family member/support person, plan to **stay with your loved one** within their room as much as possible, limiting movement throughout the hospital to maximize physical distancing. Waiting rooms are still not open; see information for appointments, surgery and emergency care.
- There is no waiting for patients or family members permitted within the hospital.
- **Masks** are required for all visitors at all times within the hospital. Please leave them on, even while you visit. This protects not only your loved ones, but also our staff and the many vulnerable patients in our care.
- **Hand hygiene is essential** to limiting transmission of illness: please wash or sanitize your hands upon entry to the hospital, to the unit, and to the patient room and frequently as you move through the hospital.
- **Waiting** may be necessary to facilitate screening. Thank you for your patience with staff.

For In-Patients: VISITING HOURS: 10 am to 6 pm daily.

- Patients will designate TWO family members/support persons upon admission for the duration of their stay.
- One of these designated people may visit per day, with a recommended visiting time of 1 hour.
- Visitors must arrive no later than 5:30 pm, in order to go through the screening process.
- Before coming to the hospital, confirm that your name is on the designated visitor list by talking with your loved one on the phone or by calling the unit to verify.
- Designated visitor lists are prepared each morning. Patients admitted during the day may need to wait 24 hours in order to have a designated family member/support person visit.

For Dialysis:

- Patients will designate TWO family members/support persons.

- One of these designated support persons may accompany their loved one to each day's dialysis treatment. They must arrive with the patient to be screened at the beginning of the treatment and stay with their loved one for the duration of the treatment.

For Palliative/Critical Care Patients:

- Support for compassionate reasons remains the same as it has been.
- Patients may have up to two family members/support people who may visit at any time, provided physical distancing can be maintained.
- Please use the Main Doors of the hospital between 6 am and 8 pm, and the ER Doors overnight.

For Appointments, Surgery and Emergency Care:

- If you are able to come to the hospital alone for these appointments, that is still recommended.
- One support person is permitted to accompany patients for appointments and emergency room visits. If there is not adequate space for physical distancing, family members/support persons who are not needed for care support/translation/comprehension/mobility may be asked to leave or wait outside the hospital until distancing can be safely supported.
- Because waiting rooms are still not open, if your loved one is going in for surgery or testing, or gets settled and stable in the ER, you will be asked to leave the hospital once they go in and come back when they are ready to be picked up, or once they are settled into their room and your name is added to an In-Patient Designated Family Presence List or Compassionate Care List (see above).