

November 19, 2020

Dear Patient:

In response to the rising numbers of COVID-19 within the community, HRH will be scaling back visitors at all 3 sites.

The visits will be different from before the COVID-19 pandemic period. **There will NOT BE OPEN visiting at this time.** The number of visitors will be restricted for the safety of all patients and staff.

This is what you need to know about the visits at this stage of the Pandemic:

1. Visits will have to be scheduled with your care teams based on the frequency recommended by the Toronto Region Hospitals guidance.
2. Each patient can only have **1 (one) visitor for an hour** on their scheduled day.
3. The visit will be restricted to the **patient's room only** at this time.
4. All visitors must enter through the North and South entrances of the hospital. As out of country visitors who may gain approval, and are not required to self-isolate

Each patient **may** have an identified designated visitor and alternate visitor. We will be requesting this information at the time of admission. It would be best if you and your loved ones determine who will be the designated visitor and/or the alternate visitor. In addition, the social worker or unit designate will be contacting you and your designated visitor or the alternate visitor to establish your visiting schedule and time.

- ☞ The visitor will be screened at each visit to ensure they have no signs and symptoms of COVID-19 or any other communicable illness. Visitors with communicable illness symptoms will not be allowed to visit. The visitor must pass the screening assessment with each visit.
- ☞ Visitors will be required to clean their hands and wear a mask ~~or face covering~~ at the point of entry to the hospital. The mask ~~or face covering~~ must be clean and cover both nose and mouth. If visitors do not have a mask ~~or face covering~~, we will provide a mask at the entrance.
- ☞ Visitors must clean hands with the hand sanitizer when entering the hospital and when entering and exiting the patient's room
- ☞ Must maintain 2 meters or 6 feet between the patients and the visitor at all times

We look forward to seeing you again. Thank you in advance for your support, understanding and patience as we resume visiting while preventing virus spread.

Sincerely,
The Humber River Team

Frequently Asked Questions

Who can be a designated family member or caregiver?

- Must be on file as Power of Attorney (POA), Substitute Decision Maker (SDM), Next of Kin, or another contact that is older than 18 years old.

Who can visit?

- The designated family member or caregiver can list family members, friends, care givers, private paid care givers to visit within the allocated times by the care team.

Who CANNOT-visit?

- Anyone who you have these signs or symptoms:
Fever, cough, difficulty breathing, difficulty swallowing, sore throat, runny nose, loss of taste or smell, nausea, vomiting, diarrhea.
- Anyone who is known or suspected COVID-19 positive **and** has not been cleared by Public Health
- Anyone who is a contact of known COVID-19 positive
- Anyone with a travel history anywhere in the world for the past 14 days preceding the onset of symptoms

What will be the visiting schedule and times?

- Visiting will be restricted based on the patient's care plan, you will need to work with the care team to determine, frequency, date and time of visit.
- Visiting hours are between 1:00 pm to 7:00 pm.
- With guidance from Public Health as the conditions change we will update families on the changes in the visiting process.

Could visiting be stopped again?

- Yes. It can happen in two cases:
 - ☞ **If the number of COVID-19 cases in the community increases, Public Health can put restrictions on all visiting.**
 - ☞ If we have cases of COVID-19 or any other communicable illness, or if we are in an outbreak, all visits will have to stop for all patients.

This is why we need your support to keep your loved ones safe:

- ☞ **Clean your hands frequently with hand sanitizer or soap and water**
- ☞ **Stay home when sick**
- ☞ **Maintain social distancing of at least 6 feet**
- ☞ **Wear mask at all times while visiting to cover your mouth and nose**