

Information for Care Partners and Patients at Grand River Hospital

November 9, 2021

Welcome to Grand River Hospital!

Care partners are essential to the wellbeing of patients. Our priority throughout the pandemic has been to care for our patients and keep them safe, while enabling as many care partner visits as possible. Please note that care partners may need to wait to enter the hospital when we are assisting high numbers of patients.

This handout provides information on how to visit patients staying at Grand River Hospital during the COVID-19 pandemic. Please note these guidelines may change at any time, depending on factors such as case counts in the community or hospitalization numbers. You can stay up-to-date by asking the patient's care team, or by visiting our website at <https://www.grhosp.on.ca/covid-19/visiting>.

Please coordinate with the patient, other care partners, and the patient's care team to ensure you are able to follow these guidelines. Thank you for helping us care for the community and keeping patients safe.

1. **Care partners only:** Care Partners are individuals identified by patients or substitute decision makers as being essential for their well-being and providing direction in their care, and/or whose presence enhances their stay and contributes positively to their overall healing process. Visitors are those who want to provide well wishes. Visitors are not yet allowed to come into the hospital.
2. **Care partners must complete the care partner agreement (see reverse).** Agreeing to follow these guidelines keeps everyone safe, and there may be consequences for those who do not follow the agreement. This agreement includes:
 - following all infection control protocols such as wearing a mask at all times, maintaining physical distancing from your loved one and other patients, and not eating or drinking while visiting;
 - following public health requirements by completing screening and providing your contact information when entering the building; and
 - being respectful to GRH team members and following the instructions they may give you.
3. **The patient's care team must confirm they are allowed to have in-person visits.** For example, a patient who is COVID-positive may not be allowed to see care partners in person, however staff can help set up a virtual visit. Please check with the care team in advance to confirm a visit is appropriate.
4. **Some exceptions may apply.** For example, visits in some areas may need to be booked with the care team, to support patient care. You will be informed by the care team if this applies to you. Please talk to the patient's care team if you have any questions about your specific circumstance.
5. **There are times when we may ask care partners to leave and come back later.** For example, the care partner may need to leave while the patient receives certain types of care.
6. **Visiting hours are between 9am – 9pm, every day (with the exception of the Specialized Mental Health unit, where hours are 1 - 9pm every day and visitors are asked to avoid visiting during dinner hour)**
7. **Maximum of two care partners may visit each day.** For example, patient Aisha's mother and sister may visit as care partners today. Tomorrow, her father and close family friend may visit as care partners.
8. **Only one person may visit at a time.** For example, patient Young's daughter may visit in the morning, and his son may visit in the afternoon. Please coordinate this with the patient and other care partners.
9. **The same care partner may visit multiple times on the same day.** For example, care partner Joseph can visit his loved one in the morning, leave for lunch, and come back in the afternoon.

To contact the care team: Call 519-742-3611 and ask to speak to the unit your loved one is staying in.

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Care Partner Acknowledgement

During this pandemic Care Partner safety and that of our staff and patients is our priority. Before visiting your loved one in the hospital, please read and sign below to acknowledge that you will abide by all of them.

Care partners are required to provide proof of full COVID-19 vaccination, along with government issued ID to be able to visit or accompany a patient in hospital. There will be few exceptions to this process, determined on a case by case basis with the manager of the area that is providing care. More information can be found at <https://www.grhosp.on.ca/covid-19/visiting>.

We cannot support in-person visits if you choose not to follow all of the expectations shown below:

I agree that I will:

- Provide proof of full COVID-19 vaccination, along with government issued ID at each visit (or discuss an exception to the guidelines with the manager where your loved one is receiving care).
- Wear a mask for the entire visit and will encourage my loved one to do so as well (if possible).
- Hand sanitize frequently
- Provide my full name and phone number to the screener before going to the unit for my visit.
- Check at the team station to verify where my loved one is located before starting my visit.
- Not eat or drink during my visit, unless an exception has been arranged with the care team (such as for extended visits).
- Stay 2 metres (6 feet) away from my loved one and others during my visits, unless arrangements have been made with the Care Team for me to provide physical care to my loved one.
- Only visit my loved one in the area I have been given to have the visit. Failure to do so will result in my in-unit visits being stopped.
- Respect that outdoor visits are discouraged, as it is difficult to care for the patient when they are outside.
- Understand changes occur and access to the hospital may change at any time. This may impact my visit with my loved one.
- Treat everyone in a kind and respectful way, and follow instructions GRH team members may provide during my visit. Abusive behaviour will not be tolerated.

GRH will ensure that as a Care Partner, you will receive updated information about our care partner presence guidelines, processes and safety protocols.

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