

Guidelines for Families/Loved Ones Visiting Inpatients at HDH site during COVID-19

Keeping our patients and staff as safe as possible during the COVID-19 pandemic is a top priority. **We need your help.** Please partner with us to keep all of our patients and staff safe from new outbreaks.

We value the presence of families and loved ones as partners in care for our patients. However, at the present time, Kingston Health Sciences Centre has made temporary changes to limit the presence of family/loved ones. We must do this to protect our very sick patients and staff from becoming infected with the Coronavirus (COVID-19). As a specialty hospital that cares for over 500,000 people from across all of Southeastern Ontario, we must keep COVID-19 out of our hospital or our ability to provide specialized care to our region could be put at risk.

You have been identified as the one key support person for your loved one during their inpatient stay. Our patients and staff need you to respect and follow these guidelines at all times while you are in our hospital to help us prevent the spread of COVID-19.

- All Registered Inpatient Visitors must present photo ID (e.g. government ID, bus pass, employee ID card, student card) at every visit. This ID must clearly show your face and complete first and last name and match the name that has been identified by the patient and entered into the system by the patient's clinical unit.
- Please answer the screening questions carefully and honestly **every** time you arrive.
- Clean your hands often. Wall-mounted hand sanitizers are located throughout the building and on each inpatient unit. Soap and water is available in public washrooms.
- Please keep your mask on over your nose and mouth **at all times** while at KHSC, including when you are in your loved one's room.
- Wearing a mask at all times means that you cannot eat or drink in a patient's room.
NOTE: Visitors are not allowed to bring food or beverages from food retail outlets in the hospital to consume in a loved one's room.
- Physical distancing is still a very effective way to reduce the chance of spreading infection. All family members are reminded to keep 6 feet (2 metres) between yourself and others at all times.
- Please visit **only** your loved one (i.e. do not visit other patients or go to other units).
- While you are visiting, please stay in the room with your loved one. You may use the public washrooms that are on each floor. Remember to wash your hands for at least 20 seconds every time you use the washrooms. There are hand sanitizers at every patient

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room. Please use them every time you enter or leave your loved one's room. This is a very important step to help prevent the spread of infection, including COVID-19.

- If your loved one needs to be transferred to another area of the hospital for procedures, tests or increased monitoring, you may be asked to wait in a nearby family room until the test or procedure is complete. Thank you for your cooperation.
- Please bring only essential items for your loved one. Please bring items for the patient on their designated visit day unless otherwise requested by the care team.
- Staying connected is important for patients and families. We encourage loved ones to use tools such as FaceTime, text messaging or phone calls (phones are provided in all inpatient rooms) to communicate with and support each other. Please go to our website at www.kingstonhsc.ca/patients-families-and-visitors/covid-19 and click on "staying connected" for more helpful information
- The Brockview Cafe (main entrance on level 1) is open Monday to Friday. In order to help us with infection control, please do not linger in the cafes as we try to continue to maintain physical distancing.
- You may not order takeout for delivery to the hospital at this time because delivery people are not permitted to enter the building.
- KHSC is smoke-free. You will not be able to come in and go out for smoking or other purposes. Please stay in your loved one's room until you are ready to leave.
- For other helpful information (e.g. parking, directions), please visit our website at www.kingstonhsc.ca

By entering our hospital as a designated and registered family member visiting your loved one, you are agreeing to follow these guidelines and serve as a partner for the safest possible hospital experience.

These are difficult times. Thank you for your support in adhering to these important guidelines throughout your time at our HDH site, and for helping to keep our patients, staff and community safe. If you have questions or concerns, please direct them to a member of your loved one's care team.

*Please note that our family presence/visitor policy may change at any time as the presence of COVID-19 in our community and/or our hospital changes.