

Important information and requirements for support people/essential care partners

Effective Jan 28, 2021

Niagara Health welcomes Essential Care Partners and support persons to our sites to support the care of your loved ones. Strict infection prevention and control measures are in place for everyone's safety during the COVID-19 pandemic.

You must follow all of our guidelines, which includes wearing a hospital-issued mask at all times. Those who do not follow these guidelines will be asked to leave.

We appreciate your cooperation with our safety measures.

All support persons and Essential Care Partners must:

- be 16 years of age or older.
- pass screening. We encourage you to fill out the screening form in advance. It is available on our website.
- provide your name and contact information for contact tracing, if needed.
- follow signage and directions provided by screeners.
- stay in the room with your loved one for the duration of the visit. Do not leave the room except to leave the building at the end of the visit.

Masking:

- Wear a mask properly (over the nose, mouth and chin) and at all times while inside the hospital. This includes:
 - all public spaces, including elevators and waiting room areas.
 - patient rooms, whether private or shared.
 - in the presence of a healthcare worker.

Hygiene and physical distancing:

- Maintain a safe physical distance of six feet (two metres) from others and follow guidelines that limit the number of people in rooms, elevators, waiting rooms and other common areas.
- Wash your hands at every opportunity and especially before you enter the unit or patient room and as you leave the room/hospital.

Food and drink:

- No food items to be brought in for patients unless specified by the care team.
- To avoid removal of masks, ECPs and Support Persons cannot eat or drink in patient rooms, waiting rooms or on units.
- Only eat in designated cafeteria areas and while six feet (two metres) away from others.
- If you are purchasing food at the hospital, only do so before or after your visit.

Personal belongings:

- Essential items only: electronics, toiletries, mobility aids, prosthetics, hearing aids, eyeglasses, essential clothing, pillow, books, CPAP machine
- No valuables are to be accepted: jewelry, wallets, credit cards, cash