

Guidelines for Visitors, Support Persons and Essential Care Partners

as of July 19, 2021

Unit	Guidelines	Hours in Effect
Inpatient	<ul style="list-style-type: none"> • Inpatients can have one visitor at bedside at a time. • No restriction on total number of visitors in one day. • Essential Care Partners (ECPs) will need to coordinate with other visitors to ensure only one person is at the bedside at a time. 	Visiting hours: 11 a.m. to 8 p.m.
EXPANDED Emergency Department and Urgent Care Centre	One support person for the duration of their stay.	24 hours a day, 7 days a week
Outpatient	One support person in exceptional circumstances: <ul style="list-style-type: none"> • In life-altering circumstances • Experiencing a mental health crisis • End of life goals of care discussions • Vulnerable (i.e. cognitive challenges, developmentally delayed, language impairment, physical challenges, under the age of 18) 	24 hours a day, 7 days a week
Childbirth	One support person for the duration of their stay.	24 hours a day, 7 days a week
Essential Care Partners (ECPs)	If patient is admitted to an inpatient bed for longer than seven days or they have a preplanned surgery. Patients request an ECP by speaking with their care team.	24 hours a day, 7 days a week
EXPANDED Extended Care Unit	Follow Ministry of Long-Term Care visitor guidelines .	Visiting hours: 9 a.m. to 7 p.m.

The care team will do everything possible to accommodate visitors and Support Persons. There may be times we are unable to do so and the reasons will be communicated to the patient and/or visitors and Support Persons.

Patients, visitors and Support Persons may ask for an appeal.
Please direct them to the Manager or Manager On-call.

Infection Prevention and Control protocols remain in place. Anyone entering hospital buildings must pass COVID-19 screening and follow strict masking, hand hygiene and physical distancing guidelines.