

Guidelines for Visitors, Support Persons and Essential Care Partners

as of July 26, 2021

Unit	Guidelines	Hours in Effect
UPDATED Inpatient	<ul style="list-style-type: none"> • Inpatients can have two visitors 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 two people are at the bedside at a time. • Return to fee-for-service TV and Wi-Fi in patient rooms. 	Visiting hours: 11 a.m. to 8 p.m.
Emergency Department and Urgent Care Centre	One Support Person for the duration of their stay.	24 hours a day, 7 days a week
UPDATED Outpatient	One Support Person for the duration of their stay.	During outpatient hours of operation
UPDATED Labour and Delivery	<ul style="list-style-type: none"> • One Support Person for the duration of their stay. • Up to two people at bedside at a time to be coordinated between Support Person and visitors. • No restriction on total number of visitors in one day. • Return to fee-for-service TV and Wi-Fi in patient rooms. 	Support Person access anytime Visiting hours: 11 a.m. to 8 p.m.
UPDATED Neonatal ICU	<ul style="list-style-type: none"> • Two parents or caregivers can be designated visitors for the duration of the stay and can visit anytime together. • Children, including siblings, are not permitted to visit at this time. • Other family or friends cannot swap with designated visitors. 	24 hours a day, 7 days a week
Extended Care Unit	Follow Ministry of Long-Term Care visitor guidelines .	Visiting hours: 9 a.m. to 7 p.m.
UPDATED Spiritual Care Visitors	<p>Spiritual Care Visitors are considered part of the care team, and can now go see all their congregants/parishioners in the hospital in one visit instead of only one at a time.</p> <p>They will need to wear facemasks and eye protection while on patient units and will need to pass through screening upon entry to the hospital.</p>	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 can request an ECP by speaking with their care team.	24 hours a day, 7 days a week

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.