



## Temporary no-visitors policy at all Niagara Health sites

Dear Niagara Health patients and families,

As always, our first priority at Niagara Health is the health and safety of our patients. With that in mind, our team has had to make the difficult decision to implement a no-visitors policy at all of our sites.

We understand the important role family and loved ones have in supporting our patients. In these times, it is necessary to protect the well-being of all patients by limiting traffic in and out of the hospital and practicing physical distancing.

Limited exceptions to this policy are available on a case-by-case basis. Our care team will be reviewing each patient's file and those eligible for an exception will be able to have one approved visitor. Please see the reverse for answers to questions you may have.

We expect these restrictions will be in place for a number of weeks and apologize for the disruption. We are providing all patients with free phone and WiFi service to help make it easier to connect with family. All patients will also have access to free television service to make their stay more comfortable.

Your support and understanding are greatly appreciated. We will keep you updated on the status of this policy.

We look forward to welcoming our visitors and families back as soon as we are able.

Sincerely,

Derek McNally  
Executive Vice-President, Clinical Services  
Chief Nursing Executive

Dr. Johan Viljoen  
Chief of Staff  
Executive Vice-President,  
Medical Affairs

## FREQUENTLY ASKED QUESTIONS FOR PATIENTS AND FAMILIES

### Can I have a special exception?

There are limited cases where we can grant an exception. Each patient's case is reviewed by the care team and, where possible, an approved visitor may be added to the list. As decisions are made, we will follow up with you to discuss your specific situation. If granted an exception, approved visitors will be screened at the door before entering, must be over 16, have no symptoms and no travel history outside of Canada.

### Can I bring in some belongings for a patient?

Effective March 27, Niagara Health is placing additional restrictions on personal items and food that can be dropped off to patients. Food coming into the hospital from private homes will not be accepted.

Only personal items can be delivered to patients. These items include:

- Mobility aids
- Prosthetics
- Hearing aids
- Glasses
- CPAP machines
- iPads, e-readers and other books
- Clothing as absolutely necessary

Drop-offs as follows:

Site	Entrance/Exit for Visitor/Support Person
St. Catharines Site	Main entrance (6:30 a.m. to 8 p.m.)
Welland Site	Main entrance (6:30 a.m. to 8 p.m.)
Greater Niagara General Site	Main entrance (6:30 a.m. to 8 p.m.)
Port Colborne Site	Urgent Care Centre entrance (9 a.m. to 5 p.m.)
Douglas Memorial Site	Main entrance (9 a.m. to 5 p.m.)

### I am supposed to attend a family meeting; can I come in for that?

We want to make sure family meetings will continue. Meetings will be organized via telephone. Someone from the care team will contact you to make arrangements.

### I have been translating for my loved one. What will happen now?

We have a plan to support you as translation services in a variety of languages can be provided through resources accessible by phone. This will be organized as required in the care of your loved one.

**Can I go to the unit on the day that my family member is being discharged?**

On the day of discharge, we will bring your loved one to the front entrance.

**I was supposed to come in and sign papers for long term care. What happens now?**

Arrangements will be made to get the documents to you through courier, email or by fax.

**My loved one is having emergency surgery; will I be able to visit?**

For urgent cases, we ask that you drop your loved one off at the main entrance. A team member will meet them and make sure they are well cared for. If your loved one is admitted post-surgery, we will call you.

**I was informed that I will not be able to visit my loved one on the inpatient unit even though I have been with them in the Emergency. Is this correct?**

Yes this is correct. In the Emergency Department your loved one required support around their physical care while waiting. However, on the inpatient unit there is no visiting in place.

**For other questions, please speak with a member of the care team.**

