

# Visiting Guidelines During COVID-19

## Visiting Guidelines During COVID-19



Effective January 5, 2022, Woodstock Hospital has suspended general visiting to align with Ontario moving to Step Two of the Roadmap to Reopen. **Visitors that are deemed Necessary for safety, enabling care or compassionate grounds will still be permitted.** These Necessary Visitors are permitted one (1) per patient and must provide proof of full vaccination prior to entering the hospital (see details below). Please note, this policy does not impact patients or those coming to the hospital to access services.

Based on Ontario Hospital Association (OHA) recommendations, Woodstock Hospital has updated the Family Presence Guidelines. A RESTRICTED visiting policy has been implemented to assist with established screening processes and ongoing efforts to limit the spread of the novel coronavirus (COVID-19).

Should you have any questions or concerns, please contact our Patient Experience Office at 519-421-4233 x3667 or [patientfeedback@woodstockhospital.ca](mailto:patientfeedback@woodstockhospital.ca).

### Below are the latest visiting guidelines as of Wednesday, January 5, 2022:

#### Infection Control Measures:

- All visitors are screened at designated entrances using the most current screening tool.
- Visitors who fail screening will **NOT** be permitted to visit – exceptions may apply on a case by case basis.
- Visitors that answer “NO” to all screening questions but have a COVID swab pending completed for their employment, to visit a nursing or retirement home will be permitted.
- Visitors will be directed to wash hands and wear a hospital provided, medically graded mask. It is recommended that visitors maintain physical distancing during their visit when possible.
- If a visitor is unable to wear a mask, they will not be permitted entry – exceptions may occur on case by case basis at discretion of the Clinical Director or designate; unmasked outdoor visits are not permitted
- Visitors are not permitted to eat or drink in waiting rooms, public areas or in patient rooms – exceptions may occur for visitors of MCWH, ED and palliative patients.
- Visitors must also wear hospital-provided eye protection, gown and gloves prior to entering a patient’s room under additional Droplet & Contact Isolation if providing direct care. This is at the discretion of the primary nurse or Clinical Director and based on the patient’s medical status at the time of the visit.
- Patients who are on Droplet Contact Enhanced Isolation Precautions due to potential COVID exposure will be limited to one (1) Necessary Visitor that will be required to wear a mask with eye protection when entering the patient room.
- For all other patients on additional precautions, nurses will provide direction to the visitors to ensure visitor safety and proper adherence to the necessary personal protective equipment requirements.
- Visitors may only bring in food/beverages for the patient they are visiting; food may not be dropped off at the Main Entrance for patients except in special circumstances i.e. to meet dietary needs. Patients must consume food and drink in their room.
- Visitors must remain in the patient room during the visit. Fully vaccinated visitors **ARE** permitted to go to Tim Horton’s prior to or following their visit. Visitors who are eating and drinking in the cafeteria must sit alone, unless with immediate household members.

#### Necessary Visitors

- Will be asked to provide proof of full vaccination (Ontario Ministry of Health Vaccination Receipt or Ontario Enhanced Vaccine Certificate) with accompanying government issued photo ID upon entry. Those who cannot provide proof will be required to limit their visit to the patient’s room.
- Based on risk assessment, additional restrictions may be implemented on visitors who cannot provide proof of vaccination
- Inpatient nursing unit will provide a daily or updated list to the Pandemic Response Workers (PRWs) capturing the necessary visitor schedule
- One (1) necessary visitor is permitted for a patient at a time – exceptions may occur on a case by case basis at the discretion of the Clinical Director or designate; overnight visits are determined at the discretion of the clinical care team, in consultation with the patient.

Visitors who have travelled outside the country must be on the approved visiting list and provide proof of negative COVID-19 test result – exceptions on case by case basis at discretion of the Clinical Director.

All hospital contractors, vendors and external service providers are required to be fully vaccinated to enter the facility.

Spiritual Care for patients is not counted as a visitor, are permitted at any time, must pass screening and must limit their visit to one patient. They will be asked for proof of full vaccination with government issued photo ID and/or hospital ID badge upon entry. Those who cannot provide proof will be required to limit their visit to the patient’s room.

#### Inpatient Visiting Guidelines:

- Effective January 5, 2022, Woodstock Hospital has suspended general visiting

#### MCWH – Labour & Delivery and Post-Partum Patients

- Partner/support person for moms in labour must wait outside the hospital until notified by MCWH that they are permitted to enter; Partner /support person must pass screening

- Partner/support person will be asked for proof of full vaccination (Ontario Ministry of Health Vaccination Receipt or Ontario Enhanced Vaccine Certificate) with government issued photo ID upon entry. Those who cannot provide proof will be required to limit their visit to the patient's room.
- Partner/support person will be given a blue wristband that will permit them in and out privileges from the hospital; no other visitors for MCWH are permitted. Partners are to limit contact with others when outside the organization. Upon re-entry, the partner/support person is to show screeners the blue wristband and must be re-screened – the partner/support person must pass screening for re-entry
- Confirmed positive COVID-19 patients will have exceptions and restrictions reviewed on a case-by-case basis by the Clinical Director, Charge Nurse or delegate.
- If a patient is admitted before COVID Asymptomatic Screen test results are available, the patient and support person (providing they pass entrance screening) will be placed in isolation until COVID-19 test has resulted as negative. During the test-pending period, both the patient and support person/partner are to remain in the patients room and must perform hand hygiene and wear a mask if leaving the room.

#### **Daycare/OR/PACU/ENDO**

- One (1) necessary visitors will be permitted to accompany a patient in Daycare
- Once the patient leaves for the OR, the necessary visitor will provide contact information and leave the surgical area – they may wait in the cafeteria or outside the building and will be called when they can return to Daycare to assist with patient discharge

#### **Emergency Department**

- All patients and ED visitors will be screened in the ED
- PLEASE NOTE: ED Visitors who fail their screening will be reviewed on a case by case basis by the Triage/Charge Nurse or ED physician for permission to remain with the patient
- Only one (1) necessary visitor will be permitted to attend and remain with the patient for the duration of their stay in the ED
- OVERCAPACITY Mitigation: Due to capacity limits, visitors may be asked to wait in their vehicles or emergency secondary waiting area until the patient is called back to the patient room. The visitor will be notified when they can return to the ED.
- All ED visitors must remain in the patient room and will not have in and out privileges
- ED visitors are not permitted to the cafeteria/Tim Horton's
- All ED visitors will be provided with a face mask and are to wear it properly at all times while in the ED. Visitors that refuse to wear the face mask will not be permitted in the ED

#### **Outpatient Services**

- Patients will be permitted one (1) necessary visitor
- Visitors will be asked for proof of full vaccination (Ontario Ministry of Health Vaccination Receipt or Ontario Enhanced Vaccine Certificate) with government issued photo ID upon entry. Those who cannot provide proof of full vaccination will be required to limit their visit to the appointment
- Children under 16 years of age are not permitted to accompany patient to the appointment

#### **Diagnostic Imaging**

- All visitors will be required to show proof of full vaccination (Ontario Ministry of Health Vaccination Receipt or Ontario Enhanced Vaccine Certificate) with photo ID upon entry. Those who cannot provide proof of full vaccination will be required to limit their visit to the appointment
- Visitors for DI will be determined by the PRWs at the time of screening and will be permitted entry if the patient requires assistance for mobility and/or changing clothes i.e. necessary visitor
- Children under 16 years of age are not permitted to accompany patient to the appointment

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