

Frequently Asked Questions About Our Visitor's Policy

Who can be a designated family member or caregiver?

- Must be on file as Power of Attorney (POA), Substitute Decision Maker (SDM), Next of Kin, or another contact that is older than 18 years old.

Who can visit?

- The designated family member or caregiver can list family members, friends, care givers, private paid care givers to visit within the allocated times by the care team.

Who cannot visit?

- Anyone who you have these signs or symptoms:
Fever, cough, difficulty breathing, difficulty swallowing, sore throat, runny nose, loss of taste or smell, nausea, vomiting, diarrhea.
- Anyone who is known or suspected COVID-19 positive **and** has not been cleared by Public Health
- Anyone who is a contact of known COVID-19 positive
- Anyone with a travel history anywhere in the world for the past 14 days preceding the onset of symptoms

What will be the visiting schedule and times?

- Visiting will be restricted based on the patient's care plan, you will need to work with the care team to determine, frequency, date and time of visit.
- Visiting hours are between 1:00 pm to 7:00 pm.
- With guidance from Public Health as the conditions change we will update families on the changes in the visiting process.

Could visiting be stopped again?

- Yes. It can happen in two cases:
 1. **If the number of COVID-19 cases in the community increases, Public Health can put restrictions on all visiting.**
 2. If we have cases of COVID-19 or any other communicable illness, or if we are in an outbreak, all visits will have to stop for all patients.

This is why we need your support to keep your loved ones safe:

Clean your hands frequently with hand sanitizer or soap and water

Stay home when sick

Maintain social distancing of at least 6 feet

Wear mask or face covering at all times while visiting to cover your mouth and nose

Is it safe for me to visit a patient in the hospital?

- Our hospital is safe for our patients and visitors. We have taken measures to ensure the safety and well-being of our patients and those providing care to them during the COVID-19 pandemic, including:
 - Limiting visitor access and the number of people in the hospital
 - Screening for symptoms at entrances
 - Using masks and appropriate personal protective equipment
 - Putting physical distancing measures in place

Why is the hospital taking a phased approach to visitor access?

- Increasing visitor access is “not as simple as flicking a switch”. It requires a thoughtful and gradual reintegration of visitors into the hospital. This phased approach allows us to change or decrease visitor access in response to current COVID-19 conditions.

I don't currently qualify as an essential visitor, but would like to be considered with special circumstances. What should I do?

- If you feel you meet the essential visitor criteria and we should provide you with an appeal, please contact Patient Relations [patientrep@hrh.ca OR (416)242-1000 x82256]

Are visitors who have symptoms or who test positive for COVID-19 allowed to visit a patient?

- Anyone with symptoms or who is COVID-19 positive should be self-isolating and not visit.