

May 2020

## **Visitor Restrictions and Guidelines During COVID-19 Pandemic**

As the COVID-19 pandemic evolves, Ross Memorial Hospital and other hospitals in the province have restricted visitors and family presence. Our first priority is the safety of our patients, staff and physicians, and we are working to balance that safety with our patients' psychosocial health and wellbeing. These restrictions and guidelines may change over time.

### **Visitor Restrictions**

We are allowing visitors only under limited, compassionate circumstances. Visiting must be pre-arranged by contacting the unit (call the main line – 705-324-6111 and ask to be connected to the unit). We are allowing **a single designated visitor**, and each visit must be pre-approved.

### **Virtual Visiting**

We ask you to respect these guidelines and to leverage technology to connect with your loved one virtually. If your loved one does not have access to technology in hospital, you can contact our Virtual Visit line (705-324-6111 ext. 5268), and one of our team members will support you in arranging a video call.

### **Visit Guidelines**

If you have been approved for a visit by your loved one's care team, please follow these guidelines when visiting:

- You'll be required to participate in screening at the main entrance. Do not visit if you are ill.
- Clean your hands with hand sanitizer as instructed when you enter. Do not wear gloves.
- Don a mask provided to you by the screener and keep it on at all times while in hospital.
- Do not bring any non-essential items with you, including outside food/drink.
- Check in at the nursing station when you arrive.
- Stay in your loved one's room when you visit. Do not visit other areas in the hospital.
- Maintain physical distance of 2 metres /6 feet or more from all hospital staff and patients
- Advise the nursing station when you are leaving
- Clean your hands with hand sanitizer as you leave.

Thank you for your patience and understanding during this challenging time. We are doing our best to support everyone's safety at this time.