

VISITOR RESTRICTIONS

(Humber River Hospital)

As the COVID-19 situation continues to evolve, Humber River Hospital is taking necessary precautions to keep patients, families, staff, physicians and volunteers safe in accordance with the Ministry of Health directives, including temporary changes to our visitor policies.

As you know, effective Friday, March 20, 2020 at 7pm, we no longer permit visitors at all three Humber River Hospital sites, including our Reactivation Care Centres – Finch and Church sites, per the guidelines of Ontario's Chief Medical Officer.

There are limited exceptions including patients who are at end-of-life, critically ill, paediatric patients, patients receiving surgery, women in the birthing suites, or complex psychiatric patients. Each unit is required to provide a list of approved visitors for their units. This list is used by security to screen visitors based on the Ministry of Health criteria.

We know this has caused some confusion and concern from both staff, patients and family members. To help support during this time we have implemented the following action.

- This weekend, our nursing staff will offer pts and families twice daily clinical updates, from the bedside. This will allow for care planning and status updates as well as an opportunity to have social time at the phone. Clerical associates will also go from room to room supporting the use of phones calls between pts and their families.
- As of Monday, we will be introducing and orientating a Pt/ Family Liaison (PFL) role. This person will be on your units, carrying an ASCOM phone that will allow pts/families to connect. The ASCOM number will be given to families as a direct line. The PFL will round on the unit and connect each pt with family...as well as be the liaison between family and clinical team if questions/ concerns arose that need attention. This does not take away the accountability of the clinical teams to provide daily clinical updates.
- By mid week, we are hoping to have other virtual options that will help support the PFL in connecting pts and families.

Please note, HRH will continue to screen visitors at the door. If any visitors meet the following criteria, they will not be allowed entry even if they are on the list visitors approved if they:

- Are under 16 years of age
- Report symptoms of fever, cough, runny nose, shortness of breath
- Any Family Member/Caregiver who has tested positive for COVID-19 and/or has been exposed to or had direct contact with someone who has tested positive for COVID-19
- Travel history out of the country within 14 days

To accommodate patients with special meals, where families would previously bring meals onsite (e.g. kosher, halal, etc.), we are working to outline all special dietary requirements with support from units, and will develop a means to ensure those patients are able to continue receiving special meals in a safe manner.

Please rely on your Manager or Patient Flow Manager as issues arise.