

Guidelines for Families/Loved Ones Visiting KGH Site during COVID-19

May 20, 2020

Keeping our patients and staff as safe as possible during the COVID-19 pandemic is a top priority. **We need your help.** Even though there are currently fewer people sick with COVID-19 in Ontario, please partner with us to keep our patients and staff safe from new outbreaks.

We value the presence of families and loved ones as partners in care for our patients. However, at the present time, all hospitals in Ontario – including Kingston Health Sciences Centre – have made temporary changes to limit the presence of family/loved ones. We must do this to protect our very sick patients from becoming infected with the Coronavirus (COVID-19).

You have been identified as the key support person for your loved one during their inpatient stay. Our patients and staff need you to respect and follow these guidelines at all times while you are in our hospital to help us prevent the spread of COVID-19.

- Please answer the screening questions carefully and honestly **every** time you arrive.
- Clean your hands often. Wall-mounted hand sanitizers are located throughout the building and on each inpatient unit. Soap and water is available in public washrooms.
- Please visit **only** your loved one (i.e. do not visit other patients or go to other inpatient units).
- If your loved one needs to be transferred to another area of the hospital for procedures, tests or increased monitoring, you may not be permitted to stay at their bedside. Instead, you may be asked to wait in a nearby family room until the test or procedure is complete. Thank you for your cooperation.
- Please bring only the essential items for your loved one. To help pass the time, we have diversion kits available for free to patients on request (please ask the nursing station to call the Auxiliary Gift Shop to request that a kit be delivered).
- We know that staying connected is important for patients and families. We encourage you to use tools such as FaceTime, text messaging or phone calls (phones are provided in all inpatient rooms) to communicate with and support each other.

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- We encourage you to bring your personal snacks and beverages with you. Alternatively, the Auxiliary Cafe (main entrance on Davies) and the Atrium Cafe (on Davies Level 0) are open. In order to help us with infection control, please get what you need before you join your loved one in their room. We ask that you do not linger in these cafes as we try to continue to maintain physical distancing.
- You may not order takeout for delivery to the hospital at this time because delivery people are not permitted to enter the building.
- While you are visiting, please stay in the room with your loved one. You may use the public washrooms that are on each floor. Remember to wash your hands for at least 20 seconds every time you use the washrooms. There are hand sanitizers at every patient room. Please use them every time you enter or leave your loved one's room. This is a very important step to help prevent the spread of infection, including COVID-19.
- KHSC and its properties are smoke-free. You will not be able to come in and go out for smoking or other purposes. Please stay with your loved one in their room until you are ready to leave.
- Physical distancing is still a very effective way to reduce the chance of spreading infection. All family members are reminded to keep 6 feet (2 metres) between yourself and others at all times.

By entering our hospital as a designated and registered family member visiting your loved one, you are agreeing to follow these guidelines and serve as a partner for the safest possible hospital experience.

These are difficult times. Thank you for your support in adhering to these important guidelines throughout your time at our KGH site, and for helping to keep our patients, staff and community safe.

If you have questions or concerns, please direct them to a member of your loved one's care team.

*Please note that our family presence/visitor policy may change at any time as the presence of COVID-19 in our community and/or our hospital changes.