

# A Guide for Patients, Families, & Support Persons

## Being an Essential Visitor

### What is an Essential Visitor?

Essential visitors (EV) are family or support persons who are important to the health, healing and comfort of a patient in hospital during COVID-19 Response. We have new guidelines for our EVs at this time:

- Each patient is asked by hospital staff to name one (1) Essential Visitor.
- We welcome an EV for two (2) hours per day - this time frame can be adjusted in conversation with health care team and based on patient care needs.
- When a patient is unable to name an EV then the Substitute Decision Maker (SDM) will name the EV. SDMs are people who have permission to make decisions for another person.
- The name of the EV will be noted in the patient's plan of care and at a check-in point on the unit.
- EVs will be required to wear an identification wrist band for all visits.
- EVs can participate in providing care in collaboration with hospital staff.
- EVs must be committed to a safe and respectful hospital environment at all times.

### When an EV Arrives for a visit

- You must complete a screening at the hospital entrance. If you have signs or symptoms of any communicable disease, you must leave immediately without entering the hospital.
- Follow hand hygiene by using hand sanitizer.
- Tell the screener where you will be visiting in the hospital.
- Practice safe social distance by keeping 2 meters apart from other people.
- Wear a face cover or mask when unable to keep 2 meters apart from others.
- Travel directly to the patient area.
- When you arrive at the patient area you must check in at the reception desk.
- If it is the first visit since the patient was admitted, then you receive and attach an identification wrist band to be worn for the duration of the patient's hospital stay.
- EV and staff member will review safety procedures together.

