

KEEPING PEOPLE SAFE

In response to the COVID-19 pandemic, we are working closely with the Ministry of Health to protect the health of patients, clients and residents at all Providence Health Care sites. We are taking a number of measures to keep you safe when you need to come to the hospital for medical care.

Before coming to the hospital

Before you arrive at the hospital or clinic, staff will contact you by phone to determine if you or your family members have developed COVID-19 like symptoms, have COVID-19 contact or have recent travel history. **Staff will tell you what entrance to use at the clinic/hospital.**

If you require assistance (translation, mobility, etc.) or you require a support person present, please contact the clinic prior to your appointment. Your care team will work with you to ensure your needs are met.

We provide free language services to people whose primary language is not English, including qualified interpreters. We can also set up telephone or video calls for family or support person to be present for discussions about your health and plan of care.

Check yourself for cold or flu-like symptoms before your scheduled appointment or procedure date. If you're experiencing any changes to your health, please notify us prior to coming to hospital or clinic. Appointments and procedures may be postponed at the discretion of your care provider or our medical staff. If this happens, your appointment will be rescheduled once you are feeling better.

Bring essential items only.

When you arrive

- ▶ Please enter the hospital by the entrance you were told to use.
- ▶ A greeter will ask you to sanitize your hands (including removing gloves if you are wearing any) and ask you a few questions to check if you have cold or flu-like symptoms. Patients/clients with visible and self-declared COVID-19-like symptoms will be provided a mask that they will be required to wear. If you are not symptomatic, you can wear your own masks during your visit.
- ▶ You will see floor decals/markers as well as signs in elevators, waiting areas or in the cafeteria. These are to help you maintain a physical distance of two metres.
- ▶ You will see all staff wearing personal protective equipment (PPE) including masks, gloves, gowns and eye protection. This is for both your protection and for the protection of our staff.
- ▶ You will notice increased cleaning and disinfection of our clinical areas, as well as our waiting rooms, cafeterias, coffee shops and common areas.

We are limiting visitors or families in the hospital at this time

The current Ministry of Health policy provides guidance and definitions about visitors and essential visits. It tells us that health authorities should continue to allow essential visits only.

Essential visits include:

- ▶ Visits for compassionate care including critical illness, hospice and end of life care.
- ▶ Visits for patient or client's physical care and mental well-being, including:
 - Assistance with feeding, mobility, personal care.
 - Communication assistance for persons with hearing, visual, speech, cognitive, intellectual or memory impairments.
 - Assistance by designated representatives for persons with disabilities, including provision of emotional support.
 - Assistance with supported decision-making.
 - Support for pediatric care, labour and delivery.
- ▶ Existing registered volunteers providing the services described above.
- ▶ Visits required to move belongings in or out of a client's room.
- ▶ Police, correctional officers and peace officers accompanying a patient/client for security reasons.

Essential visits are limited to one visitor per patient/client within the facility at a time for a visit up to two (2) hours, once per day. Exceptions are decided on a case by case basis.

Visitors who require assistance may also be accompanied by an additional family member. We encourage visitors and support people to bring their own mask. Visitors who are symptomatic will not be allowed on site.

Virtual visits are strongly encouraged and supported where in-person visits are not possible.

Bringing items or food to patients

You are welcome to drop off items to the main entrance of the hospital, in a bag clearly marked with the patient's/client's name and room number. Our greeters will deliver it to their unit. Please note that the food cannot require refrigeration and dishes and utensils will not be returned.

