



Visiting Norfolk General Hospital

As the COVID-19 pandemic continues to evolve, we are taking special precautions to ensure that patients, families, and staff remain safe.

Norfolk General Hospital (NGH) is not stopping all visits, but strict guidelines will remain in place. We know that social interaction for patients is vital, and we will allow designated visitors to visit throughout the pandemic period, as permitted through the Ministry guidelines.

As of Monday, July 12, 2021, visitation will be allowed daily. Patients will be allowed two designated visitors; however, only one visitor will be allowed at a time.

Visiting hours will be available from 9:00 a.m. to 8:00 p.m.

Visitors Entering NGH:

All visitors must enter the West Street Public Screening Entrance or the Emergency Department Entrance. If you have an appointment at our COVID-19 Vaccine Clinic, you must enter through our Robinson Street entrance only. Vaccinations are by **appointment** and can be scheduled online by clicking here: <https://covid-19.ontario.ca/book-vaccine/>

All visitors must:

- Be designated by the patient and recorded by the unit.
- All visitors must enter the West Street Public Screening Entrance or the Emergency Department Entrance. Visitors will exit through the West St. doors on Level 1.
- Complete and pass screening (you will be given a mask).
- Wear appropriate personal protective equipment (PPE), including the hospital-issued mask received at screening, and keep it on for the duration of the visit
- Follow strict hand hygiene guidelines
- Ensure any food brought in for the patient is individually packaged and not shared. All leftovers must be discarded and cannot be left at the hospital
- Not eat or drink while in the patient's room.
- Practice physical distancing (2 metres/6 feet apart)
- Use public washroom(s) and not patient washrooms.
- Consult with clinical team to determine length of visit.
- Going for walks with the patient in the hallways is now permitted. Visitors can also take patients outside for fresh air if the patient is deemed medically stable to do so by the physician/medical team and regular practices are followed after leaving the unit.
- Be 18 or older.

Visitors are not permitted:

- For patients with a confirmed or suspected case of COVID-19.
- For patients that are deemed a COVID contact due to exposure.
- For patients located on a unit in a COVID outbreak.
- If they have tested positive for COVID-19.
- If the visitor has had close contact with a confirmed case or probable case of COVID-19.
- If they are experiencing any COVID-19 symptoms.
- If they have been outside of Canada in the last 14 days
- Access to the cafeteria or the coffee kiosk
- Share food

Additional Reminders:

Visitors must follow all safety guidelines during their visit, especially keeping their masks on at all times and refraining from eating or drinking while visiting. Visitors who refuse to follow safety guidelines may lose their visiting privileges.

Staff may need to reduce visiting abilities if care services in the department are jeopardized by the increased visiting capacity.

Emergency Department Care:

Two visitors for Emergency Department patients; however, only one visitor will be permitted at a time. Visiting in the ED can occur at any time.

- Visitors in the Emergency Department (ED) may be asked to leave if the number of visitors impacts the ability of patients to enter the department and get medical attention

Labour and Delivery:

Patients will be allowed to have two designated care partners accompany them throughout their labor and delivery process.

End of life/ gravely ill:

Palliative/end of life patients may have up to four designated visitors: two can visit at a time and have no time frame.

- Suspect or COVID positive patients who are palliative/ end of life may have 1 designated visitor, and will need to isolate following Public Health regulations.

Outpatient Care:

Outpatient care patients are not permitted to have a visitor accompany them at this time, with some exceptions that must be approved in advance by clinic staff. These exceptions include:

- Patients who cannot receive safe care or treatment without a family member/support person present. These include patients who are frail or elderly, live with dementia, a person who is nonverbal or severely disabled. In these cases, and at the direction of the clinical team, one family member or caregiver may be required to accompany a patient.

Inpatient Care:

Patients admitted to the hospital (inpatients) are permitted two visitors during their hospital stay, with limited exceptional circumstances.

- Visitors are permitted between the hours of 9 a.m. and 8 p.m. Please note that only one visitor may visit at a time. The time and frequency of the visits are to be determined by the patient and or in collaboration with their visitors.
- Patients will connect with their care visitors to help establish the schedule for visiting. If they are unable to do so, visitors may create schedules between themselves.

Personal items for patients:

Visitors can bring personal items into the hospital for patients. Please note that patient areas must remain decluttered. Items may be sent home if interfering with the ability to clean or provide care. All items are to be for individual use only and are not to be shared or passed to other patients.

The patient is responsible for all belongings and/or valuables in their possession during admission. NGH assumes no responsibility and or liability for lost or damaged valuables and or belongings brought to the hospital. It's important to note that visiting days alternate.

After Your Visit:

Visitors will exit Norfolk General Hospital through the West St. doors on Level 1.

Exceptions:

Exceptions to the visiting guidelines may apply, but it must be approved by the unit's director or the administrator on call.