

HPHA Family & Caregiver Presence Guidelines

[Updated June 24, 2021 and subject to change.]

Keeping Everyone Safe

The Huron Perth Healthcare Alliance's (HPHA) top priority is keeping our patients, families, caregivers, staff and physicians safe during the COVID-19 pandemic. It is important for the hospital to maintain the practice of physical distancing and limiting the traffic in and out of the premises. HPHA has taken a precautionary approach to our Family & Caregiver Presence guidelines that follows the Ministry of Health and Public Health guidelines for the healthcare sector.

HPHA appreciates the support from our family/caregivers and community to adhere to these guidelines.

Family and/or Caregiver should NOT come to the hospital if they:

- Are feeling unwell
- Have been outside of Canada in last 14 days
- Have tested positive for COVID-19
- Have been tested for COVID-19 with results pending (or unresolved) - patients coming to the hospital for testing before their operation will be permitted
- Have had close contact with a confirmed or suspect case of COVID-19

Family / caregivers must pass screening prior to entry into the hospital and follow appropriate infection control guidelines at all times. Surgical grade facemasks are mandatory and the hospital will provide for the duration of time spent at the hospital. Cloth masks are not permitted.

A family member or caregiver that fails screening are referred to an Assessment Centre and will not be permitted to be present with the patient. Learn more about screening by clicking [here](#).

Definitions

Family Member: may include a spouse/domestic partner, child, sibling, parent, grandparent, relative, neighbour and/or friend.

Caregiver: is a family member, friend and/or neighbour who provides support, assistance and/or care for family members and friends in need in any capacity or length of time.

To ensure Caregivers are identifiable ***Caregiver badges may be obtained from the Corporate Patient Experience / Patient Partner & Caregiver Office.**

Guardian: A person appointed by a judge to take care of a minor child or incompetent adult personally and/or manage that person's affairs.

We ask that family member, caregiver or guardian be 16 years of age or older, however special circumstances will be considered on a case-by-case basis

Family & Caregiver Presence Guidelines

HPHA supports family/ caregiver presence for patients in the hospital during the hours of 8 a.m. to 8 p.m. with one family member or caregiver permitted per day. Patients in isolation and those who have a COVID-19 test pending or unresolved are not permitted family presence until the isolation precautions are resolved. Staff will be happy to assist with virtual connections.

One family member, caregiver or guardian may accompany a patient who:

- is giving birth
- is an infant or child attending an outpatient procedure
- is an infant or child attending an emergency department visit
- is experiencing a mental health crisis and requires assistance
- requires assistance to manage their condition, disability or language barrier a **caregiver badge can be obtained through the Patient Experience Office**
- is attending an outpatient appointment - **Please note: Family member or caregiver may need to wait outside in their car while the patient receives care and treatment due to the inability to maintain physical distancing in the space.**

Emergency Department / Surgical Procedure Patients

HPHA supports one family member or caregiver only for those patients who require assistance to manage their condition, chronic illness, disability or language needs.

Patients who are critically ill

HPHA supports 2-3 essential caregivers per day; 1-2 at a time

Patients receiving end-of-life care/MAiD

HPHA supports 2-3 essential caregivers per day; 1-2 at a time

Patient in Pediatrics or Special Care Nursery

HPHA supports two family members or caregivers for children and infants (whether COVID-19 + or not). However, in the Special Care Nursery, to support physical distancing only one person will be permitted at a time with the patient.

Visit our Maternal Child Unit page for more information on these guidelines.

Time off the Inpatient Unit - Outdoors

Patient time off the unit reviewed on a case-by-case basis at the discretion of the Manager of the unit where the patient is receiving care.

While in the Hospital

Public washroom access is limited; inquire with the unit, where the patient is receiving care, for locations. Please do not use the patient washrooms.

HPHA hospitals are smoke/vape free. Family/caregiver not permitted to come and go off the unit for smoking/vaping purposes. If the family/caregiver chooses to leave the hospital grounds, they will not be permitted to return until the following day.

When Leaving the Hospital

Do not linger in hallways or spend extended time in public areas such as, lobbies, waiting areas, cafeterias, and vending areas other than to make a quick food purchase or use the public washroom.

Staying Connected

HPHA is committed to patient centered care. Our staff will be happy to assist patients, families and caregivers to stay connected with telephone/TV services and free WiFi. Tablets can be made available for virtual connections through our Information Technology team.

Food and Personal Items for Patients

- Food and beverages are not permitted in patient care areas and should not be consumed in patient rooms by family/caregivers.
- Meals, snacks and beverages are available in the coffee shop, hospital cafe and vending machine locations and may be consumed in designated areas
- Patients receiving chemotherapy are permitted to bring food and drink to their appointment for their own consumption.

To maintain Infection Control standards and safety for our staff and patients, **only** the approved items listed below may be brought in for patients.

- glasses, hearing aids and dentures
- **new** toiletries only
- **new** grooming items – toothbrushes, combs, hair brushes, razors
- personal items- books, magazines, puzzle books, family photos etc.
- mobile phone/tablet,
- clean clothing

Special requests for non-approved items should be directed to the Manager of the Unit where the patient is receiving care.

If you have any questions or concerns with the HPHA Family & Caregiver Presence Guidelines, please contact the HPHA Corporate Patient Experience / Patient Partner & Caregiver Office at 1-888-275-1112 Ext. 2423

Guidelines reviewed and endorsed by the HPHA Patient Partners & Caregivers.



