



HÔTEL-DIEU GRACE HEALTHCARE

ESTD 1888

COVID-19 Visitation Restrictions

On Wednesday March 11, 2020 the World Health Organization declared the coronavirus COVID-19 an outbreak pandemic and our province of Ontario is under a state of emergency. We know that you understand that this is a serious situation for our province and our community. The following measures are being implemented to protect everyone. The safety and security of our Windsor-Essex community, our patients, staff, and physicians here at HDGH is our top priority. HDGH serves some of our community's most vulnerable individuals and we take our responsibility to them all seriously.

As a result, effective March 21, 2020, visitors are being restricted to only patients who require end-of-life care. These patients are limited to one visitor at a time. All visitors at HDGH must be over the age of 18. No children or youth under the age of 18 are allowed to visit patients. There will be no other exemptions.

HDGH is in the process of establishing a Family Support Team. This team will provide companionship and support for our patients. HDGH is also exploring technological solutions to support communication between patients and their loved ones. Our goal is to ensure that patients can connect with their loved ones on a regular basis. On March 19th, HDGH began to offer free television services to our patients.

A dedicated phone line has also been created to receive any questions patients or families may have in regards to HDGH's response to COVID-19. This number is 519-257-5111 ext. 74747 where a voicemail can be left. It is important that you utilize this line so that our staff can continue to provide care and services for your loved one. Please refrain from calling the unit for questions about this direction.

We know that family and friends are concerned about their loved ones and want to know what this all means. This information sheet provides answers to your questions about COVID-19, how you can be sure your loved one is being safely cared for, and what you can do to help protect yourself and others.

Please note, this information is subject to change.

My loved one has a language barrier, how will this be handled?

HDGH utilizes a telephone translation service that assists those with language barriers. Staff on the units are aware of this service and can assist.

Can my loved one leave the unit to get fresh air?

To ensure the safety and security of our patients, and staff here at HDGH, no patients will be allowed to leave the building. For those patients who smoke, they will be issued a nicotine replacement patch.

My loved one is being discharged, how does this process look?

You will be contacted by a staff member from your loved one's unit when they are ready for discharge. Our staff will collect all belongings as well as the discharge instructions. Should this need to be communicated to you due to language barriers (and other cognitive issues) we will contact the primary

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contact person. Our staff will bring your loved one and their belongings to the front entrance based on prearranged pick up times.

I am coming to visit someone who is at the end of life:

All visitors will be required to provide their name, phone number and you will be required to answer a series of questions about respiratory signs and symptoms and recent travel history when entering any HDGH building. Anyone denied entry will not be able to visit and will be directed to the proper resources if you are suspected of having COVID-19. You may be asked to put on a mask to protect those around you.

HDGH will not allow any visitors who have travelled outside of Canada, including the United States, within the last 14 days. The 14 days begins from the first day you returned to Canada.

You will be given a personalized "Visitor Sticker" that you must visibly wear. When leaving the hospital, you must hand in your sticker so you can be appropriately "signed out".

To help prevent the spread of infection:

- You must remain in the patient's room at all times, except for quick trips to the bathroom or to purchase food. For ease and to limit movement around the building, we encourage you to use our guest meal tray service and have a meal delivered to the patient's room. Guest meal tray vouchers can be purchased in the cafeteria.
- All visitors will be required to wear a mask and gown
- If your loved one shares their room with another patient, please maintain social distancing (two meters, or six feet) as much as possible from the other patient(s). We ask that you draw the privacy curtain and do not assist with any personal care for any patient other than your loved one.
- Limit the number of personal items that you bring into the hospital. Bringing fewer items into the hospital will reduce the number of unwanted germs that you take back home with you.
- When visiting is over, you must leave the hospital and not wander through hallways or spend time in public areas, including lobbies, waiting areas, cafeterias, and vending areas.
- ***You MUST wash your hands or use hand sanitizer EVERY time you enter or exit a patient room and hospital building.***
- If your loved one has been identified as Droplet/Contact Precautions, a sign will be posted outside of their room identifying the appropriate Personal Protective Equipment (PPE) that MUST be worn. Please ask staff for assistance.

My loved one receives services from private duty practice, can they still receive these services?

There will be no individuals providing private duty services permitted to enter HDGH at this time.

May I still send flowers, food, or other items to my loved one?

To help limit the number of people in our buildings, we kindly ask that you **do not send flowers, food or other items that must be delivered**. We will be establishing a drop off where you can leave other items that will be taken to your loved one.

What precautions is HDGH taking to ensure that my loved one will be safely cared for during the COVID-19 outbreak?

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Employees wash and/or sanitize their hands each time they enter and exit a patient's room. They also wear Personal Protection Equipment (gown, gloves, face shields, or goggles) when they enter the room of a patient with an infectious illness. Employees safely dispose of these items before going into the next patient room to keep clothing free from germs so they may safely care for other patients. HDGH is following the directions from the provincial Medical Officer of Health and the Government of Canada as to the guidelines, screening protocols and infection control prevention best practices. We are also remaining in close communication with the Windsor-Essex County Health Unit to monitor the spread of the virus.

Our Environmental Services team is dedicated to protecting our patients, families, and visitors with the industry leading innovation in cleaning products to ensure everyone's safety. Our cleaning products have a one-minute disinfecting time. You can be confident knowing that all areas of the hospital, especially high traffic and high touch points, such as doorknobs, tables, elevator buttons, are thoroughly cleaned and disinfected regularly. However, it is everyone's responsibility to practice proper hand hygiene to keep these surfaces and our hands as clean as possible.

Please know that all hospitals and health systems regularly prepare for disease outbreaks, conduct regular preparedness drills, and are able to adapt quickly to infectious disease outbreaks. We are always training our staff on how to protect patients and themselves as they care for patients.

What do I do if I believe that I may have COVID-19?

Should you believe that you may be at risk of having the COVID-19 virus, we ask that you first **self-isolate** and **call Telehealth Ontario** at: 1-866-797-0000 TTY: 1-866-797-0007 or **contact the Windsor-Essex County Health Unit** at 519-258-2146 ext. 1420 for further direction.

Please do not head directly to the emergency department. Windsor Regional Hospital has opened a COVID-19 Assessment Centre at the Ouellette Campus, entrance off of Goyeau St. The hours of operation are 9:00 a.m. - 4:00 p.m. To learn more please visit www.wrh.on.ca/COVID19AssessmentCentre.

What can I do to prevent the spread of COVID-19 and to protect myself and others?

- Stay home as much as possible, especially if you are sick (fever, cough, upper respiratory infection symptoms).
- Wash your hands often with soap and water or an alcohol-based hand sanitizer, especially before eating, after coughing or sneezing, and after using the bathroom.
- Cover your mouth and nose when you cough or sneeze. The best way to cover your mouth and nose is to cough or sneeze into your bent elbow or a tissue. Throw tissues away immediately and wash your hands.
- Maintain social distancing of 2 meters (6 feet) between yourself and others, especially anyone who is coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Clean frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- If you are experiencing extreme shortness of breath, difficulty breathing or other life-threatening symptoms, call 911.

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I have a few more questions, who can I contact for more information?

A dedicated phone line has been created to receive any questions patients, families or members of our community may have in regards to HDGH's response to COVID-19. This number is **519-257-5111 ext. 74747** where a voicemail can be left.

There will not be a person answering this phone. Only voicemails can be left. All messages and questions relating to COVID-19 will be reviewed on a daily basis. Callers can expect to receive a response within one business day. To ensure you receive a call back, please provide your name and number.

We appreciate your understanding during these uncertain times. We are confident that together we will continue to deliver the highest quality of care.