

VISITOR GUIDELINES



FAQS FOR PATIENTS, FAMILIES AND VISITORS

At Mackenzie Health, we are committed to maintaining the safety and well-being of our patients, families and visitors. Part of that commitment is to ensure that we are sharing the most up-to-date information. Please read the information below to answer questions you may have:

1. Why is Mackenzie Health updating its visitor guidelines and placing further restrictions?

At Mackenzie Health, the safety of our patients, families, staff, physicians, and volunteers continues to be our top priority. We also recognize the integral role and impact that families and caregivers have in providing physical, social, and emotional support to patients, and in assisting with navigating their care.

As the COVID-19 pandemic continues, we monitor and reassess as the situation evolves and follow the visiting guidelines provided by the Ministry of Health. Further restrictions have been implemented and Mackenzie Health is only allowing essential and designated visitors at this time due to considerations taken with the number of COVID-19 cases in the community increasing. Visitor guidelines need to evolve in a safe and compassionate manner informed by evidence to reduce and minimize opportunities for transmission.

2. Why are we only allowing essential and designated visitors?

The measures being taken in only allowing essential and designated visitors at this time assist in ensuring the wellbeing and safety of our patients, families, staff, physicians, volunteers, and the community by reducing the risk of transmission.

3. How does the hospital determine the criteria for essential and designated visitors?

The determination of essential and designated visitors at this time is based on criteria defined by the Ministry of Health.

4. What are the visiting hours?

Visiting hours for essential and designated visitors are from 11 a.m. to 7 p.m., seven (7) days a week. Guidelines are provided for specialty units including Labour and Delivery, Neonatal Intensive Care Unit (NICU), Pediatrics and Mental Health. Please contact these units directly.

5. What entrances are essential and designated visitors to use when they arrive at Mackenzie Health?

The D-wing and C-wing entrances have been assigned as entrances for patients and visitors.

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6. What areas can essential and designated visitors access while in the hospital?

Essential and designated visitors must remain at the patient's bedside and visit only in the patient's room. There are specific washrooms that essential and designated visitors are able to use in the public areas of the hospital (i.e. near the elevators on every floor). The gift shop is also open to essential and designated visitors. Tim Horton's and the cafeteria are only open to staff, physicians, and volunteers at this time.

7. How can essential and designated visitors keep safe while visiting the hospital?

Essential and designated visitors play an integral role in not only keeping themselves safe but in keeping our patients, staff, physicians and community safe as well.

- Visitors will be screened at each visit to ensure they have no signs and symptoms of COVID-19 or any other communicable illness. Visitors with symptoms will not be allowed to visit. Visitors must pass the screening assessment with each visit.
- Visitors will be required to clean their hands and wear a mask at the point of entry to the hospital. The mask must be clean and cover both nose and mouth. We will provide a mask at the entrance and instructions on how to properly wear the mask.
- Visitors must clean their hands using the hand sanitizer available at the doors when entering the hospital and when entering and exiting the patient's room. Visitors must practice regular hand hygiene during their visit.
- Visitors must maintain a distance of two (2) meters (six (6) feet) between other individuals at all times.

HAND HYGIENE

- Visitors must clean their hands with the hand sanitizer available at the doors when entering the hospital and when entering and exiting the patient's unit and room. Visitors must practice regular hand hygiene during their visit.

PHYSICAL DISTANCING

- Visitors must maintain a distance of two (2) meters (six (6) feet) between other individuals at all times.

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WEARING A FACE MASK

- Clean your hands immediately before putting it on (practice good hand hygiene while you are wearing the mask).
- Make sure the face covering fits well around your nose and mouth.
- Avoid moving the mask around or adjusting it often.
- Avoid touching the mask while wearing it.
- Do not share your mask with others.

REMOVING A FACE MASK

- Clean your hands prior to removing your mask.
- Remove masks from the ear loops.
- Dispose into a lined garbage bin.
- Clean your hands after disposing of your face mask.

8. What if a family has further questions about visitor access to the hospital?

Family should contact the unit directly and ask to speak with the Patient Care Coordinator and/or Patient Care Manager to answer any questions or concerns regarding visitor access to the hospital.

9. Could visiting be expanded again or stopped?

Yes, visiting can be expanded again if:

- the number of COVID-19 cases in the community decreases, restrictions on visiting can be eased and expanded.

Yes, visitor access can be stopped if:

- we are in an outbreak, all visits will have to stop for all patients.