

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.

Visiting Mackenzie Health:

- **Why is Mackenzie Health updating its visitor guidelines again?**
 - 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 to evolve, we will adjust our guidelines for visitor access to Mackenzie Richmond Hill Hospital, Cortellucci Vaughan Hospital and our community-based locations to keep everyone safe.
- **What are the visiting hours?**
 - Fixed visiting hours are from 10 a.m. to 9 p.m., 7 days a week. Guidelines are provided for specialty units including Labour and Delivery, NICU, and Pediatrics.
- **What entrances are visitors to use when arriving at Mackenzie Health?**
 - Designated entrance for patients and visitors:
 - Mackenzie Richmond Hill Hospital: D-wing entrance – 24/7, C-wing entrance – 6:30 a.m. to 7 p.m. and A-wing entrance – 10 a.m. to 6 p.m. (reserved for visitors of long-term care, complex continuing care and palliative care patients)
 - Cortellucci Vaughan Hospital: Magna Emergency entrance – 24/7; west entrance – 6:30 a.m. to 10 p.m. and main entrance – 6:30 a.m. to 7 p.m.
- **What areas can visitors' access while in the hospital?**
 - Visitors are asked to visit only in the patient's room but there are public seating areas in the hospital that are now open for visitors' use. There are specific washrooms that visitors are able to use in the public areas of the hospital.
- **How many visitors can each patient have?**
 - Each patient can have an unlimited number of visitors, however only two (2) visitors will be permitted in a patient room at the same time.
 - Patients receiving care in the Emergency Department or during an outpatient appointment will continue to be permitted only one (1) person to accompany them to the Emergency Department or outpatient visit.
 - Patients under 18 years of age are permitted two (2) people to accompany them to an outpatient appointment.

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- **How can visitors keep safe while visiting the hospital?**

- Visitors play an integral role in not only keeping themselves safe but in keeping our patients, staff, physicians, volunteers, and community safe as well.
- Visitors are asked to self-screen before each visit to ensure they have no signs and symptoms of COVID-19 or any other communicable illness. Visitors with symptoms are asked not to 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.

- **What can I expect from the unit when I am visiting?**

- Visitors will be provided education by unit staff on IPAC practices such as hand hygiene, how to wear/remove a mask properly, and donning and doffing of PPE (if needed).

Vaccination requirements for visitors:

- **Why did Mackenzie Health remove the vaccination requirements for visitors?**

- At Mackenzie Health, the safety of our patients, families, staff, physicians and volunteers is our top priority.
- As the COVID-19 burden continues to ease in our hospitals and in our community, effective June 16, 2022, visitors will no longer be required to show proof of COVID-19 vaccination upon arrival.
- We know how important families are to a patient's healing process and we've always committed to expanding visitor access when it was safe to do so.
- Masking is the best way to protect our vulnerable patients and our essential health care workers and continuing to require masks inside the hospital allows us to safely expand visitor access.
- As the COVID-19 pandemic continues, visitor guidelines are evolving in a safe and compassionate manner informed by extensive consultation and evidence-based practices.

Additional supports for families:

- **How can families stay in contact with patients?**

- We're doing everything we can to ensure that families feel supported and connected while their loved ones are in the hospital. That's why we've made WI-FI across the hospital and all TV, internet and phone access free on the tablets available at each bedside since the beginning of the pandemic. Families can call their loved one via phone or video chat.

- **How can families receive updates on the patient's condition?**

- We encourage families to connect with the patients directly for updates regarding their care if they are in a position to do so. For patients facing more challenges circumstances, staff will provide updates to next of kin.

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- Families are also welcomed to contact the unit directly – we highly encourage families to identify one family member to be the designated point of contact.

- **The patient does not eat the hospital food. How can I provide a home-cooked meal?**

- Currently, visitors are allowed to bring food for patients by following the guidelines below:
 - Food must be brought by visitors and not via a delivery service
 - Food cannot require refrigeration or heating
 - Food should be enough for one meal; storage of food in the patient room is not permitted
 - Food must be in disposable containers or in containers that will be taken back with the visitors
 - Food is for the patient only; visitors must remain masked while in the patient room.

*Exceptions may be made for visitors of end-of-life patients who may not want to leave the bedside. Please coordinate with the care team.

- **What items can I bring for the patient?**

- Currently, visitors are only allowed to bring what are considered essential items for patients such as glasses, hearing aids, mobility aids, communication devices/tools, etc.

- **What happens when the patient gets discharged?**

- Family will be contacted in advance to discuss the discharge process and will be involved in planning to get the patient home. On the day of discharge, clinicians will call the family ahead of time to communicate and confirm the plan, date, and time of discharge.

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 keep a safe physical distance and adhere to posted capacity limits to keep everyone safe.

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 it with others.

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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.