

April 1, 2020

To our Friends and Neighbours across Durham Region,

Lakeridge Health continues to make safety of everyone its top priority and to help stop the spread of COVID-19 across our regional acute care hospital system. As the COVID-19 situation continues to evolve we have had to make further difficult decisions including moving to no visitors.

No Visitor Protocol

Effective Wednesday April 1st, 2020 Lakeridge Health will no longer be accepting visitors. The only circumstances where an exception will be allowed is for the following patients:

- A woman in labor
- A Pediatric patient under 16 years of age
- When death is imminent

In the above circumstances, only 1 designated visitor will be allowed. This visitor will be required to complete screening and to wear a mask. If the visitor is unwell or has symptoms they will not be able to enter the hospital for the safety of everyone. The visitor will be asked to stay in the patient's room until the visit is complete and they are ready to depart. We are not able to permit visitors to go in and out of the hospital for any reason.

This change is difficult for patients and for families, and we appreciate how hard it can be to not see your loved ones. Lakeridge Health is supporting and encouraging virtual and telephone calls as visiting and socialization is an important part of healing. Additionally, Lakeridge provides a free service, [Email a Patient](#), where you can send a personalized electronic message that will be printed and read to your loved one.

Finally, Lakeridge Health is working on developing a virtual visit program and we hope to have more information available, about this, in the coming days. The virtual visit program will provide a mechanism for patients and their loved ones to stay connected. Please check our website frequently for updates about this and other important information.