



Increasing opportunities for Family Presence: Frequently Asked Questions

Updated August 14, 2020

What changes are being implemented to support increased Family Presence?

Effective August 13th, 2020 two designated family members/partners-in-care will be able to visit their loved one on an inpatient unit, by calling the unit in advance to schedule a visitation appointment. In order to give all inpatients the opportunity to see their loved one, practice physical distancing and to maintain the safest possible environment for everyone, only 1 family member/partner-in-care will be able attend the hospital per visit.

The outpatient programs will continue to follow the visitor exceptions which were effective on June 12, 2020. These exceptions are:

- Birthing partner of a woman in labour
- Pediatric patient
- Patients who have a cognitive impairment or mental health condition *and* escalating behaviours requiring an attendant or support person
- Patients who have a physical or intellectual disability and require an attendant or support person
- For patients where English is not their primary language *and* there is a significant language barrier preventing the ongoing provision of safe and effective care
- Patients who experience a significant deterioration in their condition

How does the family member/partner-in care schedule an appointment to visit their loved one on an inpatient unit?

All visits must be scheduled in advance by speaking to a member of the healthcare team on the unit. Before booking your first visit, staff will outline key information with you over the phone to help you prepare for your scheduled visit. Please do not schedule a visit if you are experiencing any Covid-19 symptoms, have been exposed to someone with Covid-19 or travelled outside of Canada in the last 14 days.

Will the family member/partner-in-care receive a confirmation for the visit?

Yes. The organization is utilizing an electronic scheduling system to book and track each visit. An email confirmation will be sent to the family member/partner-in-care upon scheduling a visit. All family members/partners-in care will be asked to present the visit appointment confirmation to the screeners before the visit can proceed.

Will there be an opportunity to receive updates regarding an inpatient's condition from a Physician or member of the healthcare team when visiting?

Please note that the physician and healthcare team may not be available during the family member/partner-in-care's scheduled visit to the hospital. We are committed to working in partnership with families and partners-in-care and would be happy to follow up in a phone call in the event that we are unavailable to speak in person.



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What is important for families/partners-in-care to know in order to safely visit the hospital?

We are screening everyone that comes to Lakeridge Health to ensure those entering are well and free of illness. This includes all of the Lakeridge Health team. Please follow the signage to a screening entrance.

Once the screening questions are successfully passed, the family member/partner-in-care will be asked to perform hand hygiene and will be given a mask which is to be worn for the entire duration of the visit. You may wear your own mask so long as it covers your mouth and nose.

The family member/partner-in-care must remain in the designated visiting area until the end of the visit when they are ready to exit the hospital.

Are there any time restrictions when visiting my loved one in the hospital?

It is our priority to ensure that all inpatient's have an equal opportunity to see their loved ones, while adhering to safety protocols to keep everyone safe. In order to physically distance, there is a need to limit the volumes of visitors in each care area. As a result, we will be scheduling 45-60-minute visits. There may be exceptions when inpatients will be granted a visitor for a longer duration. Please speak with a member of the healthcare team to inquire about the exceptions for longer visit durations.

Are those who are allowed to visit able to use the washrooms in the hospital?

Yes, they may use designated washrooms in public areas (i.e. food court); however, families/partners-in-care are not permitted to use the washroom in a patient room or staff washrooms. Whenever possible, all family members/partners-in-care are encouraged to use the washroom before or after coming to the hospital.

Can families/partners-in-care bring in belongings for a patient?

Personal items may be dropped off to the screening centres at any of the hospitals. Please note that a family/partner-in-care will not be permitted to enter past the screening entrance unless they have booked a scheduled visit.

Can families/partners-in-care bring in food during the visit with their loved one?

Eating and drinking is not permitted at any time during the visit as masks must be worn by the visitor and patient (whenever possible) at all times.

I am supposed to attend a family meeting; can I come in for that?

We want to make sure family meetings will continue. Meetings will be organized via telephone. Someone from the healthcare team will contact you to make arrangements.

Will the hospital return to the family presence policy that was in effect prior to Covid-19?

Lakeridge Health is committed to returning to increased family presence as soon as it is safe to do so. Updates will be provided as things evolve.

For any other questions, please speak with a member of the healthcare team. Thank you for your patience and support in keeping everyone safe.