



Lakeridge
Health

Information for our patients, families and community about our No Visitor Policy

Dear patients, families and friends of our Lakeridge Health community,

The global COVID-19 pandemic continues to be an unprecedented time in our lives. During this challenging time, and as always, the safety of our patients, our team and the Durham Region community is our top priority at Lakeridge Health.

As the COVID-19 pandemic continues to evolve, we have made further restrictions to our No Visitor Policy with limited exceptions. We value the important role that families and loved ones provide to our patient's wellbeing and their healing journey.

We understand how challenging this is for patients and visitors. Please know that this is an important precaution to ensure the safety of everyone at Lakeridge Health, including the most vulnerable patients. The following exceptions are currently in effect:

- Pediatric patient under the age of 18
- Woman in labour (birthing partner)
- When death is imminent (expected within 24-48 hours). The timing of visit should primarily benefit the patient

In order to keep you connected to your loved ones, please consider the following methods of communication:

- **Telephone** – Patient's have access to a bedside telephone and are able to make and receive phone calls at no charge.
- **NEW! Virtual Connections** - Through a hospital mobile device, you can connect with your loved ones virtually with a face-to-face visit. Before you begin, **please review the** Guide to Getting Started on the Lakeridge Health Website at www.lakeridgehealth.on.ca **and then call 905-433-4429**. You will be connected to an "Operator" at Lakeridge Health who will support your virtual connection with your loved one. This service is available Mondays through Fridays from 11 am- 9 pm.
- **Virtual visits** – Patients and families are encouraged to participate in virtual visits via Virtual Connections, as above or through FaceTime, Skype and other various applications. Patients have access to free Wi-Fi.
- **Email a patient** – This is a free service that lets you submit an electronic message via our website, to be hand-delivered to your loved one.

Thank you for your patience and understanding during this time and we look forward to welcoming our families and visitors back as soon as we are able.



Frequently Asked Questions: No Visitor policy

Can I bring in some belongings for a patient?

Essential personal items, as outlined below, can be dropped off at a designated visitor entrance. Please note, you will not be permitted to enter past the screening station unless you meet one of the exceptions as outlined above.

Essential personal items include; patient's own medications, mobility aids, prosthetics, hearing aids, glasses, CPAP machines, iPads/e-readers and other books, clothing as absolutely necessary.

****Note:** food coming into the hospital from private homes will not be accepted; however, individually packed, commercially prepared food items are allowed.

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 care team will contact you to make arrangements.

I have been interpreting for my loved one. What will happen now?

We have interpretation services available in a variety of languages and accessible over-the-phone. This will be organized as required in the care of your loved one.

Can I go to the unit on the day that my family member is being discharged?

On the day of discharge, we will bring your loved one to the patient entrance and coordination of this will be discussed in a phone call prior to the patient's discharge.

What if my family member is being transferred from the hospital to a Long-Term Care home; am I allowed to accompany them into the LTC home?

Please contact the Long-term Care home to discuss and make arrangements. On the day of discharge from the hospital, we will bring your loved one to the patient entrance and coordination of this will be discussed in a phone call prior to the patient's discharge.

I was supposed to come in and sign papers for long term care. What happens now?

In most cases, these arrangements will be made over the phone. In rare cases, we may get the documents to you through courier, email or by fax.

My loved one is having emergency surgery; will I be able to visit?

Not at this time. For urgent cases, we ask that you drop your loved one off at the patient entrance. A team member will meet them and make sure they are well cared for. If your loved one is admitted post-surgery, we will call you.

In the case of an emergency surgery, unless the exception criteria are met as above, visiting will be restricted. The care team will ensure they keep you updated.

For other questions, please speak with a member of the care team