

# Visiting Providence Care Hospital

## Information for family and friends

We continue to review the measures we have in place to protect our patients, clients, staff, physicians and learners.

Beginning August 19, patients and clients are allowed up to two designated visitors. Patients and clients can have two visits per week (one visit from two different designated visitors or two visits from the same designated visitor). Visits can take place between the hours of 1 p.m. and 7 p.m., with a maximum of 10 visitors allowed per inpatient unit per day.

*The process for essential visitors remains unchanged. Essential visitors are individuals who have a loved one who is critically ill (as deemed by the most responsible physician) or nearing end-of-life.*

For the safety and protection of our patients, clients, staff, physicians and learners, the following infection prevention and control measures are in place:

- **Screening.** All visitors will be pre-screened over the phone at the time of scheduling. Visitors will be screened again at the Main Entrance on the day of their visit. Only those who pass screening will be allowed to enter the hospital. Please allow yourself extra time in case there are any delays or lines to enter the building.
- **Visitors are must sign in** at the screening desk and provide their name, the time of their visit and a contact number.
- **Use of masks/face coverings.** Visitors must bring a mask/face covering to wear while at the hospital. If you don't have a face covering of your own, the hospital will provide a mask for your use. **Masks/face coverings must be worn for the duration of your visit.** This includes when you are inside your loved one's room.
- **Two (2) designated visitors** are allowed to visit at different times. Paid companions are unable to enter the hospital at this time. Visitors must be **16 years of age or older**.
- **A volunteer will meet you at the Main Entrance** and accompany you to your loved one's unit. Please **check in at the Care Desk** as you enter and exit the inpatient unit.
- **All visits must take place in your loved one's room or on the on-unit courtyard.** To help facilitate physical distancing, *we are asking visitors not to take their loved one to a sunroom or porch at this time.*
- **Maintain physical distancing.** All visitors must practice physical distancing while at Providence Care Hospital. This includes when you are in line to be screened and when

using the elevators.

- **Do not visit other areas of the hospital** such as the cafeteria, café or gift shop.
- **Practice hand hygiene.** Perform hand hygiene every time you enter/exit the hospital, enter/exit your loved one's inpatient unit and enter/exit your loved one's room.

**Non-adherence** to the above guidelines or instructions of staff/volunteers may lead to the discontinuation of visits. We appreciate your patience and understanding as we work to implement a safe and gradual process for welcoming visitors to the hospital.

### **Monitor for signs and symptoms of COVID-19**

Visitors are asked to monitor themselves for signs and symptoms of COVID-19:

- cough, sore throat, shortness of breath, fever/chills
- runny nose, sneezing, nasal congestion (not due to allergies)
- unexplained fatigue or malaise, nausea, diarrhea or changes in your taste/smell

If you have any of the above symptoms, please *do not visit the hospital*. You may also consider visiting the COVID-19 Assessment Centre. Visit [www.kflaph.ca](http://www.kflaph.ca) for hours and location.

### **How to schedule a visit**

Patients/clients will be asked by staff to identify a designated visitor (e.g. family, friend, substitute decision maker, power of attorney, etc.). If a patient/client is unable to identify someone, we will contact their substitute decision maker.

If you are identified as the designated visitor, a staff member will phone you to schedule the date of your visit. If you need to cancel or re-schedule your visit for any reason please email [pchvisitorinfo@providencecare.ca](mailto:pchvisitorinfo@providencecare.ca) or call 613-544-4900, ext. 53594.

Our operational and clinical leaders continue to meet regularly to review processes and measures in place across our organization, including the gradual return of visitors to PCH.

As always the safety of our patients and clients remains our top priority. Thank you for your patience and cooperation as we work to ensure Providence Care Hospital remains a safe place to work and receive care.

## Universal masking at Providence Care Hospital

### Mask use

Visitors are asked to bring a mask/face covering to wear while at the hospital. If you don't have a mask of your own, the hospital will provide a mask for your use.

### Why I am being asked to wear a mask/face covering?

COVID-19 may spread by people who do not have any symptoms. Asking healthy people to wear a mask/face covering can help to prevent this asymptomatic spread to other patients, clients, visitors and to our health care providers.

### What if I don't want to wear a mask/face covering?

Providence Care requires all visitors to wear a mask/face covering. If there is a reason why you are not able to wear one, such as a health condition that may make it hard for you to breathe, tell the entrance screening staff. They will discuss your situation and your options with you.

### Will I get a mask when I arrive?

Our entrance screening staff will ask you to wash your hands and ask you if you have a mask/face covering to put on. **Our preference is for visitors to bring their own mask/face covering from home**, in order to conserve our stock of masks for health care workers. However, where this is not possible, you will be provided with a mask at the screening station. You will be required to wash your hands again after putting on your mask/face covering.

### If you have a disposable (medical or industrial) mask, it must:

- be new and clean (not worn before)
- be worn properly according to the maker's instructions
- all attached ear loops, straps or ties should be used properly
- not have any tears, holes or vents
- not have exhale vents or valves. Although we know a vented mask may be more comfortable, it does not prevent your germs from spreading to others.

### If you have a reusable cloth mask or face covering, it must:

- be freshly washed; you should be able to machine wash and dry your mask between each use without it changing shape or being damaged
- be comfortable and fit snugly against your face
- ideally be made of multiple layers of fabric
- allow you to breathe easily

### How do I safely remove my mask/face covering?

- It is important that you remove your mask/face covering carefully to reduce your risk of infection.
- First: wash your hands using soap and water or hand sanitizer. Grab your mask/face covering by the ear loops and pull it away from your face. Do not touch your face or the outside of the mask.

- If you are removing a disposable mask, place it in a garbage bin. If you are removing a reusable mask/face covering, place it in a plastic bag to take home to wash.
- After you remove your mask/face covering, make sure to wash your hands again.

### **What should I do if my mask/face covering gets wet or dirty?**

If your mask/face covering gets wet or dirty during your visit, let a member of the care team know that you need a new mask.

### **Are patients admitted to the hospital (inpatients) also wearing masks?**

Inpatients are required to wear a mask/face covering when outside their unit. If there is a medical reason why a patient/client cannot wear one, the care team will discuss other options. Certified PPE will continue to be used for patients and clients who require it for transportation or if placed on precautions.





### **Is staff wearing masks?**

Yes. All staff, physicians, students, volunteers, vendors and contractors must wear a mask within Providence Care Hospital.

### **How can I learn more about masks?**

If you have any questions about wearing a mask while on site, please ask our entrance screening staff or your health care team.

**How to apply (don) a mask**

<p><b>STEP 1:</b></p>  <p>Perform hand hygiene prior to masking. Place mask on face with the colored side facing out and the stiff, bendable edge at the top of your nose. Put your fingers through the ear loops and position the mask over your nose and mouth. Place ear loops securely around the ears.</p>	<p><b>STEP 2:</b></p>  <p>Pull the mask from the top and bottom to fully open the folds of the mask and adjust the mask around the face.</p>
<p><b>STEP 3:</b></p>  <p>Once the mask is in place, use your index finger and thumb to gently form the bendable top edge of the mask around the bridge of your nose.</p>	<p><b>STEP 4:</b></p>  <p>Make sure the mask is secure and covers your nose and mouth so that the bottom edge is under your chin. Perform hand hygiene after putting on mask.</p>

**How to remove (doff) and reapply (don) a mask**

Steps to Remove your Mask	Steps to Re-Apply your Mask
1. Clean your hands	1. Clean your hands
2. Avoid touching the front of the mask	2. Avoid touching the front of the mask
3. Remove using elastic bands, loops or ties	3. Apply elastic bands, loops or ties
4. Store in a clean, dry location that is labeled	4. Adjust as required
5. Clean your hands	5. Clean your hands

## How to wear a mask Providence Care

### ✓ Do's



Wash hands before putting on & after removing mask



Ensure mask covers your nose, mouth & chin



Remove using the straps or ear loops



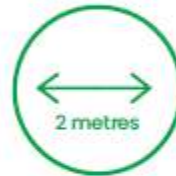
Carry in paper bag or plastic container



Dispose if soiled or wet



Store in paper bag, open container or on a hook



Continue to practice physical distancing

### ✗ Don'ts



Do NOT wear if damp or dirty



Do NOT wear under nose or below chin



Do NOT touch mask while wearing it



Do NOT eat/drink with mask on



Do NOT wear mask hanging from one ear



Do NOT remove mask to cough or sneeze



Do NOT remove mask to speak to others or talk on the phone