

What you need to know about visiting a patient

COVID-19 is a very contagious illness. It spreads quickly from one person to another through contact and droplets.

We have done our very best to keep your family member (or friend) and those caring for them protected and safe. Unfortunately, this meant closing to visitors for a period of time, but we are now permitting essential visitors to return.

We ask that when visiting inside the health centre, you take the most direct route to the

room you are visiting and ensure that you do not visit other areas when you are here.

We also request that you do not use bathrooms in patient rooms. There are three bathrooms available for use by the public (Emergency Department area, Acute Care area, and near our Chapel).

In addition, the following infection prevention and control measures are in place. Your adherence to these processes is greatly appreciated!

All visits must be scheduled with the Pandemic Support Worker. Without a scheduled time, visitors will not be allowed entry. Please ask us about how you can make an appointment.

**This is a challenging and stressful time for everyone.
We thank you for your patience and for following these precautions.**

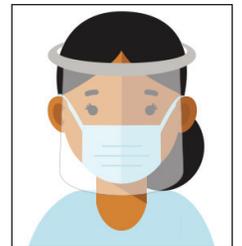
Universal Mask Protocol - everyone is wearing a mask

You will see that all staff, patients, and visitors in the health centre are wearing a mask unless they are in a designated break area like the cafeteria. You will be provided with a mask and you must wear it properly during your entire visit.



Eye Protection

You will be provided with a visor after screening. Please wear this for the duration of your visit. The visor should be returned to the screener prior to exiting the building. All visors are cleaned by our staff and reused for another visit.



Additional Precautions

When you visit you may be informed that the patient you are visiting is on additional precautions. The staff will advise you what Personal Protective Equipment (PPE) is required when you enter the room for your visit. This PPE is in addition to the universal mask and eye protection provided by the screeners when you entered the building.

WPSHC



CARES

Compassion • Accountability • Rights and responsibilities • Excellence • Safety

Clean Your Hands often

All staff must clean their hands according to the 4 Moments for Hand Hygiene. As a visitor it is necessary to clean your hands when entering the facility and when leaving the facility. In addition, you will be required to perform hand hygiene when you are entering a patient room or prior to having contact with a patient. You are also required to clean your hands after contact with a patient and when leaving a patient room.



Active Screening for Visitors

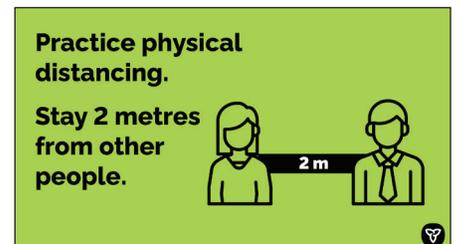
You will be asked a series of questions on entry to the health center to ensure that you are not having symptoms or are at risk for having COVID-19. You will also be asked if you have been in contact with someone with COVID -19. This is very important to ensure everyone's safety.

Please answer honestly any symptoms that are NEW or different for you.
If you are having symptoms, you will not be able to visit at this time.

Practice Physical Distancing

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Physical distancing is proven to be one of the most effective ways to reduce the spread of illness.

With patience and cooperation, we can all do our part to keep each other safe and stop the spread of COVID-19.



If you have any questions, please contact a Pandemic Support Worker at: 705-938-4719

We can help by arranging and supporting virtual visits

Our Patient and Family Communication Program can help to schedule video calls. A device is provided in the health centre and a staff/volunteer will assist the patient with set-up and connection. Please speak to a Pandemic Support Worker or email visitpatient@wpsbc.com

Simple safety precautions to keep you, your family, and friends healthy



Wash hands thoroughly & often.



Keep alcohol-based hand sanitizer handy.



Cough or sneeze into sleeve or tissue.



Keep surfaces & items disinfected.