



FAMILY/CAREGIVER PRESENCE

GUIDELINES WHILE AT THE HOSPITAL

It is important for the hospital to keep our patients, families, caregivers, staff and physicians safe during the COVID-19 Pandemic. HPHA has taken a precautionary approach to our Family & Caregiver Presence guidelines that follows the Ministry of Health and Public Health guidelines for the healthcare sector.

HPHA supports family and caregiver presence for patients in the hospital during the hours of 8 a.m. to 8 p.m. with one family member or caregiver permitted per day. Please contact the inpatient unit or department for additional considerations to these guidelines.

By entering the hospital, you are agreeing to follow HPHA guidelines and the appropriate infection prevention and control requirements at all times during your time at the hospital.

- Ensure you answer screening questions carefully every time you arrive
- Your Caregiver ID badge or date sticker must be worn at all times during your visit
- The face mask provided by the hospital must be worn at all times
- Wash your hands often. Wall-mounted hand sanitizers are located throughout the building and on each inpatient unit
- HPHA hospitals are smoke/vape free. You will not be permitted to come in and out of the unit for smoking/vaping purposes
- If you choose to leave the hospital grounds, you will not be permitted to return until the following day
- Food or beverages are not permitted in patient care areas and should not be consumed in patient rooms
- Meals, snacks and beverages are available in the coffee shop, hospital cafes and vending machine locations and may be consumed in designated areas
- Time off the unit for patients will be reviewed on a case-by-case basis at the discretion of the Manager of the unit where the patient is receiving care
- Please do not use the patient washrooms. Public washroom access is limited; please inquire with the unit, where the patient is receiving care, for locations
- Please do not linger in hallways or spend extended time in public areas such as lobbies, waiting areas, cafeterias, and vending areas other than to make a quick food purchase or use the public washroom
- Please do not visit other patients while at the hospital
- Valuables and personal items should not accompany the patient if not needed. HPHA is not responsible for any lost or misplaced items

We thank you for following these important guidelines and your support with keeping our patients, families, caregivers, staff and community safe during the COVID-19 Pandemic. If you have any questions or concerns with the HPHA Family & Caregiver Presence Guidelines please call the HPHA Patient Experience Office at 1-888-275-1112 Ext. 2423 or the Manager of the unit where the patient is receiving care.

Guidelines reviewed and endorsed by HPHA Patient Partners. (Updated Version: 2021-02-17)

