



COMPASSION is our
PASSION

OUR VISION: OUTSTANDING CARE - NO EXCEPTIONS!

OUR MISSION: DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE BY A PASSIONATE COMMITMENT TO EXCELLENCE

Media Release

May 29, 2020

For Immediate Release

VISITOR POLICY ADJUSTED AT WINDSOR REGIONAL HOSPITAL

WINDSOR, ON. _ Based on a revised provincial directive received this week, Windsor Regional Hospital is allowing changes to the visitor restrictions while still keeping patients, families, community and staff safe.

Starting Saturday, May 30, 2020, WRH is allowing **ALL** patients to have **ONE** visitor per patient during specified times, with few exceptions. The **ONE** visitor is to choose **ONE** block of time to visit with the patient and cannot attend all three times throughout the day.

VISITATION TIMES – ONE ESSENTIAL VISITOR MAY CHOOSE ONE TIME BLOCK PER DAY

- 10:00 am – 12:00 pm
- 2:00 pm – 4:00 pm
- 6:00 pm – 8:00 pm (not available in Critical Care)

***Note:** Switchboard will announce overhead when time blocks are over.

WRH is allowing patients to have **ONE** essential visitor visit **once** per day in **one specified time slot** with some exceptions which are identified below. A maximum of 2 essential visitors may be chosen by the patient to rotate over the patients stay, however **only one of the essential visitors may visit each day and only in one time slot.**

Considerations of which visitors are considered essential should include: those who are visiting/accompanying a patient who is dying or very ill, a parent/guardian of a youth who is a patient, visitors of patients who require physical assistance, and visitors providing essential support to a patient. **ALL** visitors are to wear a mask when in hospital, those who do not come in with one will be provided with one.

ALL visitors are to follow all social distancing and Personal Protective Equipment requirements identified on the units while in hospital.

DEPARTMENT SPECIFIC EXCEPTIONS

- **Emergency Department**- 24 hours, 1 visitor per patient- may not enter until patient assessed and admitted to internal department. May not wait in waiting room. Department will contact when visitor can enter.
- **Women in Labour and in Post Partum period**– 24 hours, 1 visitor per patient
- **Paediatrics and NICU patients** – 24 hours, 2 visitors per patient at a time- only 1 parent may stay overnight in paediatrics
- **Patient who is an extended stay in Critical Care** – can access two blocks per day (10:00 am – 12:00 pm, 2:00 pm – 4:00 pm, 8:00 pm – 10:00 pm), 1 visitor at a time (2 in total who can relieve each other)
- **Patient who is palliative**– 24 hours, 1 visitor at a time (2 in total who can relieve each other) **Note:** 2 visitors can attend together for palliative and emergency end of life situations
- **Patient who is end of life**– 24 hours, 2 visitors at a time
- **Cancer Program** - One visitor allowed for in-person physician appointments only. List of approved visitors will be sent to Cancer Centre screening desk daily.
- **Mental Health** –1 visitor per patient for 30 minutes between 4:00 pm and 8:00 pm. A maximum of 8 visitors will be allowed into 3N and 3S and a maximum of 3 visitors into PICU at a time.
- **Renal Program** – 1 visitor per patient during dialysis treatment between 8:30am-10:00am, 1:30pm – 3:00pm, 7:00pm-8:30pm. Visitors may not wait with patients in waiting rooms prior to treatment starting.
- **Operating Room**- visitor may accompany patient for drop off only, MRP will call after surgery to update on condition
- **Day Surgery and Cath Lab** - visitor may accompany patient for drop off only, department will contact when patient ready for discharge
- **Ambulatory Clinic and Diagnostic Imaging appointments** - visitor may only accompany if patient needs special assistance

VISITORS MAY NOT ATTEND IF THEY:

- Are less than 18 years of age
- Are symptomatic
- Have been outside of Canada in the last 14 days
- Have tested positive for COVID-19 in the last 14 days. Proof will need to be provided of all test results.
- Have had close contact with a confirmed case or probable case of COVID-19
- Have had close contact with a person with an acute respiratory illness who has been Outside of Canada in the 14 days before their symptom onset

PATIENT WHO IS COVID POSITIVE/SUSPECTED COVID

- No visitors are allowed for patients who are COVID positive or suspected COVID

VISITOR SCREENING

- All visitors must be actively screened prior to entering a health care setting to visit or as a support to a patient. In the event an essential visitor screens positive, they should be referred for further assessment and testing (Assessment Center, WRH Ouellette Campus) and should not be permitted to attend with the patient pending test results. Where possible, services should be deferred until symptoms have resolved.
- To save time please fill out the [screening tool](#) before you attend the hospital as a visitor
- As a visitor you must wear a mask (medical grade and/or cloth) at **ALL** times while in the hospital. You then will be required to wear any additional Personal Protective Equipment (PPE) required by the staff while visiting. There are **no exceptions** to this requirement and anyone not following will be asked to leave the facility.

In the event that an essential visitor screens positive, the individual should be referred for further assessment and testing (COVID-19 Assessment Centre, WRH Ouellette Campus). Where possible, visits should be deferred until symptoms have resolved.

Please continue to visit www.ontario.ca/coronavirus or www.wrh.on.ca for regular updates on COVID-19.

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For further information contact:

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