



Frequently Asked Questions (FAQ)

Safety

1. Is it safe to have family members/caregivers at JBH?

Yes. We maintain the safest environment possible through a number of infection prevention and control practices, including active screening at our entrances, hand hygiene, physical distancing, enhanced cleaning and the wearing of Personal Protective Equipment as appropriate.

We also continue to monitor a number of key factors that enable us to maintain a safe environment, including:

- COVID-19 in the province
- COVID-19 in the community
- COVID-19 at Joseph Brant Hospital
- Adequate supplies of PPE (Personal Protective Equipment)
- Adequate supplies as needed (i.e. hand sanitizer, swabs for COVID-19 tests)
- Ability to physical distance in common spaces
- Overall volumes in the hospital (physicians, staff, learners, occupancy level, expanding services)
- Current and changing government guidelines

If these change, we may need to adjust (with notice) our policies, including visitation, to ensure we are protecting everyone's health and safety.

2. Do family members/caregivers need to wear masks the whole time they are here?

Patients and visitors are required to wear masks while in the hospital. We encourage you to bring one from home, but if you don't have one, our screening staff can provide a mask. Everyone must pass active screening before entering the hospital.

3. What if there is more than one bed/patient in the room? Will that mean more than one family member/caregiver in the room?

The care team will help establish a schedule for visiting to prevent having more than one visitor in a room at a time.

4. Why are we doing this now when we are reintroducing services and already increasing the number of people in our hospital?



We recognize the vital role that family members and caregivers play in patient care. Given the low incidence and prevalence of COVID-19 in our community, we are now in a position to safely ease visitor restrictions, while we continue to gradually phase in elective surgeries paused during the pandemic. We are taking a slow, staged and measured approach to reintroducing visitors and reintroducing services. We continue to closely monitor the situation so that we can adjust as needed. The safety of our patients, visitors, staff, physicians and our community is our top priority.

5. Will we open up to more visitors?

JBH is taking a gradual, staged approach to reintroducing family members/caregivers and is continually monitoring the situation. We hope to increase the number of family members/caregivers in the future, but that will depend on a number of factors, including COVID-19 cases in the community, hospital capacity, PPE and more.

Location/Time

6. Where can visiting take place?

Family members/caregivers are expected to limit their movement in the hospital and remain in the patient's room.

7. Can family members/caregivers move around the hospital OR go outside of the hospital?

While in the hospital, we ask that family members/caregivers limit their movement as much as possible. Visitors should go directly to the patient's room and leave the hospital after their visit. Family members/caregivers cannot come in and out of the unit or the hospital. Once a visitor leaves, they cannot come back until the next visiting time, except in certain circumstances.

8. How long can family members/caregivers stay?

This will be determined in partnership with the care team. Visiting hours are between 9 a.m. – 8 p.m.

Virtual Visits

9. What about other types of visiting – virtual?

Whenever possible, we encourage patients to connect with their loved ones by telephone and video, particularly if they are unable to visit in person due to visitor restrictions. Telephone and WiFi are free for patients to help keep them connected.

Exceptions/changes

10. Can exceptions be made? What if the designated days do not work? What if the family member/caregiver needs someone to support them?

As much as possible, we would like units and family members/caregivers to follow this guideline. This provides a fair and equitable approach across our organization, as well as creating a safe environment by controlling the number of family members/caregivers in our hospitals.

We recognize that there will be exceptional circumstances that need to be accommodated, and ask that designated visitors work with their clinical care teams to find a solution that balances the need to create a safe environment with the importance of having patients connect with their family members/caregivers. We also provide free telephone and WiFi for patients to connect with their family members/caregivers by phone and video.

11. What if patients want to change the person who is coming to visit them?

At this point it is important to maintain the two family members/caregivers on the designated days to limit the number of people coming into the hospital and ensure that we're protecting everyone's health and safety. This guidance may change as the COVID-19 situation evolves.

12. What happens if patients move to different rooms? Won't that cause a disruption in visiting days?

This is a possibility. We are asking managers and care teams to work with patients and family members/caregivers to ensure everyone is informed about the days and location. This would be part of regular communication with patients and families.

13. What if a family member/caregiver requires accompaniment?

There will be occasions when a family member/caregiver requires accompaniment, in these circumstances the care team will work with you to facilitate a safe visit.

14. Are children able to visit?

At this time, we want to limit the number of children coming to visit. In exceptional circumstances it may be therapeutic to have a child visit with a patient; however, this should be the exception. The child must be accompanied by an adult, be able to wear a mask and visits should be limited to a short duration. Screeners will call up to the unit in these exceptional cases to ensure this has been identified by the unit.

Resources



Visit the COVID-19 resources on the intranet for the latest resources available to you and your teams including:

- [How to Handwash](#)
- [How to Handrub](#)
- [Doffing and Donning Videos](#)