

Family Member & Caregiver Responsibilities

at Joseph Brant Hospital

We value the presence of family members/caregivers as partners in care for our patients. Our patients and staff need you to respect and follow these guidelines at all times while you are in our hospital to help us prevent the spread of COVID-19.

By entering our hospital as a key support person for your loved one, you are agreeing to follow these guidelines and serve as a partner for the safest possible hospital experience.

ABOUT COMING TO JBH

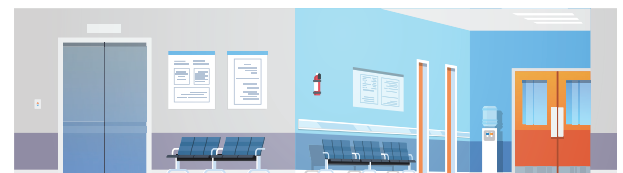
- Stay home if you are sick
- Visit during visiting hours (9 a.m. - 8 p.m.)
Please note: you must complete screening prior to 7:30 p.m. to enter
- Only one caregiver/support person is permitted on site at any given time.

WHILE YOU ARE HERE

- Clean your hands when you enter and exit the hospital, and when you enter and exit the patient's room
- Wear a mask for the duration of the visit.
- Limit travel in the building and only visit your loved one. Do not visit other patients or stand in the hallways unless requested to by staff while care/intervention being provided.
- Do not eat in the patient's room. Any food brought in for patients must be individually packaged and not shared.
- All family members/caregivers are reminded to keep 2 metres (6 feet) between yourself and others.

SERVICES

- Public washroom(s) at each site will be available for family members/caregivers. Please do not use patient washroom(s).
- Patients are encouraged to connect with loved ones by phone or video. We offer free telephone and WiFi access. iPad are also available for patient use.



ENTERING THE HOSPITAL:

**You must be a family member/
caregiver designated by the patient**

- Enter through one of the designated entrances for family members/caregivers:
 - If your loved one is in the North Tower: Enter through the North Tower
 - If your loved one is in the South Tower: Enter through the Pedestrian Bridge or South Tower Main Entrance
- You will be screened for COVID-19 at the entrance (asked a series of questions)
Please note: If you do not pass screening, you will not be able to enter
- You will be asked for your name, phone number and name of the patient you are visiting
- Please bring a mask from home. If you do not have a mask, a mask can be provided upon entry.
- Once you pass screening please go directly to your loved one's room

Personal Items

We understand the important role family and loved ones have in supporting our patients. Patients may need to receive essential personal items such as clothing, toiletries (toothbrush, etc.) to meet their care needs.

ONLY the approved items listed below may be dropped off at Visitor Screening located at our South Tower Main Entrance (1221 Lakeshore Road) from 5:30 a.m. to 11:30 p.m.

Please bring items in a clear plastic bag. Staff will write the patient's name and room number on the bag and take the items to communication stations on the unit floors.

APPROVED ITEMS

- Clean clothes only
- **NEW** Toiletries only
- **NEW** Grooming items only – toothbrushes, combs, hair brushes, razors
- Personal items – books, magazines, puzzle books, family photos, etc.
- Electronics such as tablets and cell phones, if the patient is able to operate the item on their own; please note that these items must be wiped down before taken up to the unit
- Medications from home for a loved one who has just been admitted

NON-APPROVED ITEMS

- Food
- NO Vitamins or Health Food / over the counter remedies
- We will not accept expensive items like jewelry, etc.
- Flowers dropped off for patients are not approved at this time