

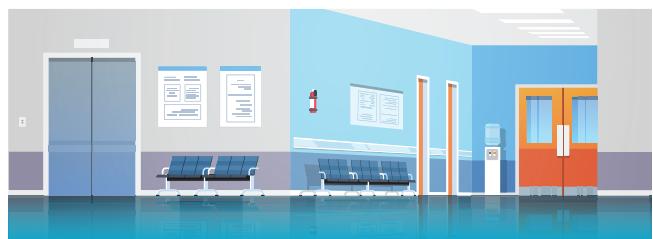
# Joseph Brant Hospital's Family and Caregiver Responsibilities

We recognize the important role that loved ones play in a patient's wellness and recovery. To maintain the health and safety of everyone Joseph Brant Hospital (JBH) has guidelines for Essential Care Partners (ECPs) when coming to the hospital. By entering our hospital, you are agreeing to follow these guidelines to ensure a safe hospital experience for our patients, loved ones, staff and community.

Visiting hours are 9 a.m. - 8 p.m., with last entry at the screening station by 7:30 p.m.

## To enter the hospital:

- ECPs must successfully pass COVID-19 screening to enter
- ECPs must follow all identified infection prevention and control (IPAC) guidelines including wearing a hospital-issued medical grade face mask
- ECPs are not required to declare their vaccination status to enter the hospital
- Stay home if you are sick
- A maximum of 2 ECPs are allowed to enter the hospital each day on a first to arrive basis. This can include two adults or one adult and one child. Please plan ahead.
- Children 18 years and under may visit loved ones in hospital under adult supervision. Aged 2 years and older are required to wear a face mask.
- Use the entrance nearest to the patient.
  - 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



## COVID-19 Screening

- To enter the hospital, you must successfully complete the COVID-19 screening assessment by:
  - scanning the QR code with your phone and entering code JBH2022 & showing your screening. Those who do not pass screening will not be permitted entry.
- Masking is still required.
- Exceptions for entry for those who do not pass the COVID-19 screening are very limited and will be determined by the care team.



Last updated 05/04/2022

## While you are here

- In inpatient areas, 2 ECPs are allowed at the bedside at the same time, each day.
- 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 your time at the hospital.
- Stay in the patient's room, unless asked to leave while care or intervention is being provided.
- If bringing food for the patient, ensure it is packaged and not shared.
- Do not eat in patient rooms or in any other location in the hospital except the designated eating space on the 1<sup>st</sup> Floor South Tower (by the elevators). There is a time limit of 15 minutes to use this space.
- Do not use the patient washroom. Public facilities are located on Level 1.

## Keeping connected

Wherever possible, patients are encouraged to connect with their loved ones by telephone or by video.

- To help keep connected, we are offering free telephone and Wi-Fi to patients.
- A patient's loved ones can also send an e-card through our website. Volunteers will deliver the greeting weekdays between 9 a.m. and 3 p.m.
- Virtual video visits are available by completing a video visit request form found on [josephbranthospital.ca](http://josephbranthospital.ca). Video visits are available Monday to Friday, 9:00am - 3:30pm.

## Clothing, toiletries and other personal care items

Members of your health care team can help facilitate the delivery of clothing, toiletries and other personal care items to inpatients.

- These can be received at the screening desk on the Main Level of the South Tower (inside the Main Entrance).
- At this time, we are not accepting deliveries of food, beverages, flowers and gifts.

## Sharing your feedback

Patients with concerns about our ECP policy are asked to share this information with their health care team so that they can work with you to meet your needs. If further support is required, please contact our Patient Relations team at 905-632-3737 ext. 4949 or by email [patientrelations@josephbranthospital.ca](mailto:patientrelations@josephbranthospital.ca).

We appreciate your understanding during this challenging time. Be assured that patients are receiving exceptional care in a way that protects their safety and that of others. If you would like to learn more about our hospital's response to COVID-19, please visit [josephbranthospital.ca/covid-19](http://josephbranthospital.ca/covid-19).