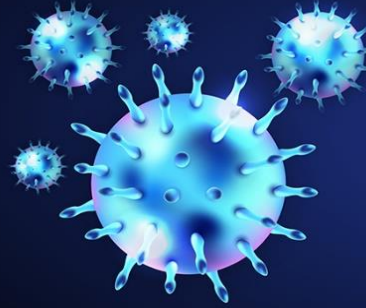


Friday, March 20, 2020



HDS CORONAVIRUS COVID-19 BULLETIN

SCRIPTS FOR STAFF TO USE WHEN PUBLIC IS REQUESTING TO VISIT

Why was the no-visitor policy put into effect?

Thank you for your call / inquiry.

The no-visitor policy was a difficult decision to make. We understand the importance of patients having support from family and loved ones. In these times, our first priority is to protect the health and well-being of our patients, some of whom may be more susceptible to illness.

With the concern around COVID-19, it is necessary that we take this step to protect our patients by limiting traffic in and out of the hospital and practicing social distancing.

We expect these restrictions will be in place for several weeks and we apologize for the disruption.

All patients have access to our free WiFi to help stay in contact with you and make their stay more comfortable.

I have extenuating circumstances – can I have a special exception?

There are extremely limited cases where we can grant an exception. When a request for an exception is made, it will be reviewed by the care team and, if deemed an exception, an approved visitor may be added to the list. As decisions are made, the hospital will follow up with you to discuss your specific situation.

I hope you understand why we have to take this step. We will make sure your loved one(s) are well cared for.

If we are able to grant you an exception, you will be screened at the door before entering – and you must be over 16, have no symptoms and no travel history outside of Canada.

If pressed for an exception:

It is important that we remain consistent in the application of this policy.

Limiting the number of people in the hospital reduces the risk for your loved one and others.

With free WiFi service, you can connect with your loved one through using your mobile device. In addition, the hospital will make arrangements for your loved one to access a mobile device, should they not have one available to them.

I have belongings I would like to bring in – can I do that?

We are limiting items coming into the facility to **essential items only** including:

- Clothing
- Mobility aids
- Prosthetics
- Hearing aids
- Patient home medications

If the item you need to bring in is one of the essential items listed, we ask that you:

- Clearly label the essential item with the name of your loved one, and room number.
- Bring the item to the front entrance of the Inpatient Building.
- Meet with hospital staff who will deliver the item(s) to the unit.

This protocol will also remain consistent for laundry being delivered or picked up. A staff member will assist with bagging and labelling all laundry requested to be picked up by your loved one.

I'm supposed to attend a family meeting. How do I come in for that?

- We want to make sure family meetings will continue.
- Meetings will be organized via telephone (conference call).
- Someone from the care team will contact you to make arrangements.

I have been translating for my loved one. What will happen now?

We have a plan to support you as translation services in a variety of languages can be provided through our internal resources or accessible by phone. This will be organized as required in the care of your loved one.

Can I go to the unit on the day that my family member is being discharged?

On the day of discharge, we will bring your loved one to the front entrance with all of their belongings and their discharge instructions.

I was supposed to come in and sign papers for long-term care. What happens now?

In light of the current hospital visitor restrictions and COVID-19 general precautions, please be advised that verbal consent will be accepted for applications for TCB (Transitional Care Beds). The process for long-term care is currently under review. As soon as we receive further details we will update you with the information.

How will I maintain contact with my loved one?

Free Wifi will be available for patients so that they can communicate with you regularly. We will also have staff available to coordinate video conferencing through hospital-owned electronic devices if your loved one does not have a personal electronic device readily available to them.