

Please follow PRHC's policies and procedures as requested by staff, volunteers and healthcare professionals. Failure to follow these guidelines may result in denial of a visit or being asked to leave the hospital.

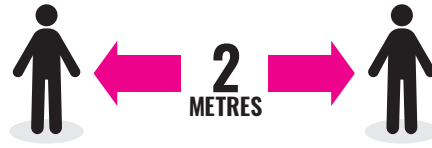
### Remember

Take advantage of technology to connect with your family member virtually. Ask the healthcare team about our new virtual visiting program to help you stay connected to your loved one.

For news, updates, information and resources related to COVID-19, visit our website at: <https://www.prhc.on.ca/about-us/covid-19-novel-coronavirus/>

### Questions or concerns?

Contact a member of the healthcare team at 705-743-2121 or contact Patient Relations at [patientr@prhc.on.ca](mailto:patientr@prhc.on.ca)



**Remember to keep your space**



**Wear your mask**

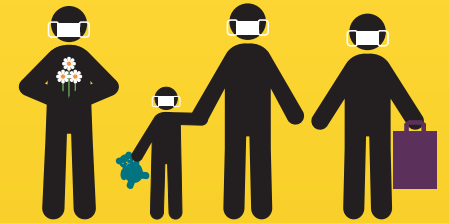


**Clean your hands frequently**

# Family presence/visitor restrictions

PETERBOROUGH REGIONAL HEALTH CENTRE

JULY 2020



# PRHC

Peterborough Regional Health Centre

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[www.prhc.on.ca](http://www.prhc.on.ca)



In March 2020, in alignment with provincial direction, Peterborough Regional Health Centre (PRHC) implemented temporary changes to our family presence/visiting policy to reduce the spread of illness and keep our patients, visitors and healthcare workers safe during the COVID-19 pandemic.

With the Peterborough region now in Stage 3 of the provincial reopening, PRHC is easing our family presence/visitor restrictions:

1. General medical, surgical and mental health inpatient units at PRHC will offer limited family presence/visiting hours on alternating days, from the hours of 2:00 p.m. to 8:00 p.m.
2. Certain areas of the hospital will continue to have in place unit-specific criteria for essential caregivers/family presence.

Visit [www.prhc.on.ca/about-us/covid-19-novel-coronavirus/](http://www.prhc.on.ca/about-us/covid-19-novel-coronavirus/) for specific family presence details.

## Essential Caregivers/Family Members

In the hospital setting, an essential caregiver or care partner is a person who provides support to an individual with limited capacity, an urgent medical condition, age-related issues, disability or chronic health concerns. Caregivers may be family, friends or neighbours, and there is no age requirement to provide care. Young caregivers, adult children,

spouses and peers can all provide support. These individuals are considered essential when their presence is deemed beneficial to the assessment, diagnosis, and physical and/or mental health care of the patient.

As a patient's condition changes and/or they move to a different location, the number and frequency of essential caregivers/family members allowed may increase or decrease.



## What to know when visiting PRHC

### When you arrive at the main entrance

- Bring/wear your own mask to enter the building
- Clean your hands using the hand sanitizer provided
- Do not bring or wear your own gloves when you visit – you will be asked to remove these when you enter the hospital
- Listen to screening questions carefully and answer them honestly to assess your risk of COVID-19
- Wear the visitor badge provided for the duration of your visit
- Arrive on the appropriate day (ODD or EVEN) and at the appropriate time – do not arrive before 2:00 pm or leave after 8:00 p.m. if you are visiting a patient during the designated hours

## During your visit

- Keep your mask on for the duration of the visit
- Go to the clinical area you are visiting directly, check in at the nursing station
- Stay in the patient space/room during your visit
- Respect physical distancing (2 metres) in elevators, washrooms and other public areas
- You may purchase items at Tim Hortons or the Gift Shop but cannot stay in any of these areas
- Follow special precautions - if the person you are visiting is on “isolation precautions,” talk to the nurse before entering the room to find out what steps you will have to take
- If you are aware that the person you are visiting has been tested for COVID-19, we encourage you to postpone your visit until results come back (usually within 48 hours)
- Don't contribute to the clutter - limit the patient's personal items
- Do not share food with anybody
- Family members/caregivers are to use public washrooms while at the Health Centre. Please do not use the washrooms in patient rooms.

## After your visit

- Let the nursing station know when you are leaving
- Clean your hands
- Exit directly - limit your movement within PRHC