



Date: June 17, 2021

To: Patients and Family Members

From: Kim Cook, Vice President, Programs and Chief Nursing Executive
Kelly Kadechuk, Co-chair PFAC

Re: Updated Visitor Guidelines at West Park Healthcare Centre

Dear Patients and Family Members:

The number of COVID cases in the community are decreasing and the number of people vaccinated is increasing. As such, Ontario Health has updated the visitor guidelines in line with the Province's Road Map to Re-opening. The guidelines include a phased approach to increasing visitor access in hospitals.

West Park is pleased to advise you that we have updated our Visitor Guidelines at the Centre and we will be gradually increasing visitor access in frequency and/or number of visitors to the Centre, in order to support equitable access, and maintaining safe, physical distancing for indoor and outdoor visits. We will continue to monitor and evaluate our ability to increase further visitor access in accordance to the guidance.

Our updated visitor guidelines have been developed in consultation with our Patient Quality of Life Task Force, a Patient & Family Advisory Council co-chair, and our Consulting Ethics Advisor.

Please find the attached **Information for Patient and Families: Visitor Access at West Park Healthcare Centre**, for more details.

Thank you in advance for your patience as we implement this change.

Sincerely,

A handwritten signature in black ink that reads 'Kim Cook' in a cursive, flowing script.

Kim Cook, RN, BA, MHSA
Vice President, Programs & Chief Nursing Executive

Information for Patient and Families: Visitor Access at West Park Healthcare Centre

In line with the Province's Road Map to Re-opening, we have received new guidelines from Ontario Health outlining a phased approach to loosening restrictions to visitors to the Centre. We will endeavor to provide equitable access to visitors, while maintaining safe, physical distancing for indoor and outdoor visits.

Key Infection Control and Prevention measures that will be maintained as we increase access to visitors include:

- All visitors must be **screened** for COVID-19 symptoms upon arrival to the Centre.
- Visitors who do not pass WPHC screening tool, **will not be** allowed admission into the Centre.
- A Visitor **badge** will be given to be wore by visitor indicating screening was passed and authorized.
- All visitors will be provided with **procedure mask** that must be worn over the mouth and nose at all times while on West Park property (indoors and outdoors).
- **No In and Out privileges** - when the essential visitor leaves the hospital they cannot return to the hospital on the same day.
- **Physical distancing** (2m or 6 ft) must be maintained between patients and visitors during the visit.
- **Hand Hygiene** must be practiced upon entering the Centre, and during visit.

Visiting Hours: 10:00am to 6:00pm, Monday to Sunday (excluding statutory holidays), last visit scheduled at 4:45pm.

Maximum Visitors on Unit: 1 to 4 and maximum 4 per hour (based on visitor schedule and tracking log).

Designated Visiting Areas: Visits are to take place in designated authorized areas, including designated outdoor areas (rooftop patio - 2 East access, cafeteria patio - ground floor access, and the patio outside of the Prosthetics & Orthotics department - main floor access; **No visits** to occur outside of the **Main Entrance**. Bedside visiting is **not permitted** at this time unless patient is bedridden and/or authorized by the Clinical Care team due to special circumstances.

Type of Visitor	Phase 1 – Effective June 17, 2021
Essential Visitors:	<ul style="list-style-type: none"> • One designated essential visitor, and one alternate is identified by the patient and cannot support with care. • Each patient may have up to 3 visits per week scheduled for 1-hour blocks with 1 essential visitor, or alternate, at a time (indoor or outdoor). • Visits need to be scheduled with the Care Team at least 48 hours in advance. Requests made within less than 48 hours will not be accommodated. <p>Exceptions may be made, on a case by case basis for End of Life; Critical Illness; Mental Health Crisis; Life Altering Diagnosis; Significant Developmental or Intellectual Disability.</p>
Essential Care Partner:	<ul style="list-style-type: none"> • One designated essential care partner, and one alternate is identified by the patient. • Essential Care Partners are deemed as key in supporting the delivery of care, and are specially trained by the care team to participate in the delivery of care that is mutually agreed upon by the Clinical Care team. • One Essential care partner may schedule visits for 2 to 3-hour blocks depending on the care being provided; upon completion of specialized training with the care team. • Note - an application form to become an essential care partner will need to be completed and submitted for review by the Clinical Manager and Clinical Care team.
<p>Outdoor visits - Patients may arrange an outdoor visit with up to 2 Visitors at a time (Essential Care Partners or Essential Visitors); A child <i>may</i> attend an outdoor visit, in consultation with IPAC. A child <2years of age is not required to wear a mask, and does not count as one of the 2 visitors; a child >2 years of age is required to follow IPAC measures, and counts as one of the 2 essential visitors. Exceptions may be made for up to 4 visitors at a time, under special circumstances, on a case by case basis. Visits must be scheduled with the Care Team at least 48 hours in advance.</p>	

If you have any concerns or questions, we encourage you to contact the Clinical Care team directly or the Patient Experience Coordinator by email at patientexperience@westpark.org or by phone at 416-243-3600 x2337 or x2526.