



Dec 24, 2020

Dear Patient/Patient Family Member:

SUBJECT: Hospital/Health Centre –Visitor Access during COVID-19 – Pandemic Response Level Red

Every visit to an acute care facility brings with it the risk of exposure or transmission of COVID19, either brought into or out of the facility. As current COVID-19 transmission levels are at a critical level, this is to advise that, effective December 24, 2020, **inpatient visitor access has been suspended at CONCORDIA HOSPITAL.**

Visits by **essential care partners** (someone who provides physical, psychological and emotional support, including support in decision making, care coordination, and continuity of care) are also restricted but will be supported in the following circumstances:

- assisting with medical history, collateral history, consent and decision making
- translation when an interpreter cannot be accessed through the phone service
- patients who normally have constant care or attendants
- complex discharge instructions
- critically ill or critically injured
- labor and delivery/postpartum
- pediatrics

In the above circumstances, in consultation with the site/facility, one essential care partner may be identified by the patient or substitute decision maker. Identification of additional support beyond the single designated essential care partner is at the discretion of the facility/site in collaboration with the patient or substitute decision maker.

Virtual means of connecting remain recommended wherever possible and appropriate. Where in-person support is required the frequency and duration of time permitted within facility will be assessed on a case-by-case basis by the site/facility.

Each inpatient and their support network must evaluate the need for in-person visits with consideration of the inherent risk of transmission. Refer to <https://sharedhealthmb.ca/files/covid-19-inpatient-visit-principles.pdf>.

- Visits by essential care partners employed as transport workers or essential travelers (those whose work may require travel outside of Manitoba making them unable to pass screening requirements related to travel) may also be permitted in certain situations and will be required to wear a medical mask (facility to provide) for the duration of their visit.
- Based on evaluation of risk as well as operational clinical judgement, the site may be unable to facilitate visits for certain patients.



- To comply with physical distancing measures, sites may need to restrict the number of visits per time slot in the visiting area. Visits must occur during visiting hours and will not include “come and go” access.

Your care team will reach out to you to obtain the name of your Essential Care Partner. At that time, you are encouraged to address any further enquiries you may have regarding visitation.

Please ensure your visitor(s) are informed of the following requirements:

- Visits must occur during the site’s visiting hours: 0800-1900 hours
- Screening of all visitors must occur, including assessment for symptoms or known exposure to COVID-19, prior to entry. Restrictions will apply to visitors who have travelled outside of Manitoba within the past 14 days (excluding travel to Western Canada, the Territories or Ontario west of Terrace Bay) – with exception for essential care partners who are employed as “Essential Travelers”. No visitor shall be permitted if they have any cold/flu or other COVID-19 symptoms.
- All essential care partners must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 metres apart) at all times.
- Medical PPE may be required at the direction of the care team. This will be determined on a case-by-case basis.
- All essential care partners will be asked to sign in at the time of their visit(s). This information will be retained solely for the purpose of Public Health contact tracing should a COVID-19 case investigation be required within a unit.

Regular assessment by public health officials of the impact and evaluation of the need for adjusted visitor restrictions will continue as developments evolve. Once again, thank you for your cooperation and understanding as we take every measure to protect you, your loved ones and our staff.

Sincerely,

Katherine Graham
Interim President/COO
Concordia Hospital