



Information for Inpatient Visitors at Concordia

Welcome to Concordia! Here are a few things you need to know about the current visitor restrictions in place due to COVID.

Patients are at a higher risk of getting an infection. Illnesses weaken your immune system making it hard for your body to fight infections. Please note that the following guidelines are important in continuing to reduce the risk of spread of COVID.

What are the symptoms of COVID-19?

It is important to watch for flu-like symptoms such as:

Fever 38°C or higher

Cough

One or more of the following:

- | | | | |
|--|-----------------------|--------------------|-------------------------|
| ✓ Sore Throat | ✓ Runny Nose | ✓ Nasal Stuffiness | ✓ Muscle or joint aches |
| ✓ Chills | ✓ Fatigue (tiredness) | ✓ Weakness | ✓ Feeling unwell |
| ✓ Diarrhea (loose bowel or watery stool) | | | |

It is important to be aware that some Visitor Restrictions still apply:

- Visitor restrictions still apply to all outpatient areas such as Day Surgery, Urgent Care, Diagnostic Imaging, Lab, Cardiology, Cancer Care Manitoba Clinic.
- Exceptions to these restrictions include: Patients who are at end of life, those who normally require a constant caregiver, language barriers. Unit Managers and Facility Operations Managers can help you navigate this.
- The following individuals should **NOT** be permitted as a visitor at **any health care facility**. Those who have:
 - Had close contact with someone who is a confirmed COVID-19 case;
 - Been instructed to self-isolate;
 - Any cold or flu-like symptoms (cough, fever, runny nose, sore throat, weakness or headache),

What can you expect when you arrive to visit:

- **Visiting Hours: 0800-1900**
- You will be asked to sanitize your hands when you arrive in the building.
- As of September 1st, 2020, you will be required to wear a non-medical mask when entering Concordia Hospital as a patient or to visit. Masks will NOT be provided. If you are not feeling well, you should wait until you are feeling better before coming to visit.
- A dedicated screener will ask you some questions when you have sanitized your hands. Screening questions will include questions about your health, if you have travelled in the past 14 days, or come into contact with anyone who has been ill. Screening takes place to help keep staff and patients safe and healthy.
- You will be asked to sign in at Switchboard in order for us to keep track of the number of visitors in the building and for the purpose of Public Health contact tracing should a COVID case investigation be required. **Currently, inpatients are only allowed 1 dedicated visitor per day** (some *exceptions apply).
 - As our staff are busy caring for patients, please discuss who will visit every day with the patient and/or with family and friends.



- Once your visit is over, you will be asked to sign out at Switchboard. The dedicated visitor may visit multiple times in one day. They will be asked to sign in and out with every visit.
- You will be provided with a visitor wrist band once you have been signed in. The wrist band will be removed after your visit by a screener when you sign out at Switchboard.
- Once you have signed in, proceed directly to the nursing station on the unit you are visiting.

****Exceptions to our current visitor restrictions are as follows:***

- If a patient's length of stay reaches 14 days **AND** discharge is unlikely to occur in the next 72 hours, two designated support people can be identified to visit and will be allowed to visit (one at a time) for the remainder of the patient's stay in hospital.
- A second visitor under the age of 14 may be allowed to accompany the visitor.
- Patients who are at end of life may be allowed more than 1 visitor at a time. This will be determined by the Unit Manger or Facility Manager on shift.

Things to consider while visiting at Concordia

All visitors must comply with Infection Prevention and Control measures. This includes strict hand hygiene and maintaining physical distancing (6 feet/2 meters apart) at all times.



Can I take my loved one outside? – While we encourage you to stay inside during your visit we do understand that it is important for patients to get some fresh air. A staff member must be available to accompany you outside and you are expected to continue to comply with social distancing measures.

Can I go to Tim Horton's? – Yes, you can go to Tim Horton's and make your purchase, but there is currently no seating available in the cafeteria.



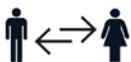
Why could I visit yesterday, but not today? – If the patient has started to experience symptoms of COVID, they will be swabbed and isolated until such a time that their COVID swab returns negative and/or their symptoms have resolved for 48 hours. At that time, the patient will be allowed visitors once again.

What kind of items can I drop off for my family member/friend staying in the hospital? –

All items arriving in hospital must be dedicated to single patient use only. Items that patient's may appreciate may be personal items such as a toothbrush, hairbrush, dentures, hearing aids, newspapers, cards, books, etc. * All items delivered, such as food, electronic games, plants, and flowers, must be dedicated to the intended patient only, and not shared amongst patients.

Please help us keep all patients and staff safe by ensuring that you are visiting with only the patient you have come to see. We would like to remind you to walk directly to your destination ie the patient room or Tim Horton's and back out the front entrance when you are finished your visit. There is currently no loitering in the front lobby as we cannot adequately keep all people properly socially distanced therefore we encourage you to wait your turn to visit outside, in your vehicle, or to talk to other visitors to know when they are coming and going.

STAY 6FT APART



STOP THE SPREAD