

### **Hospital In-Patient Visitor Update**

Riverside Health Care was pleased to see the Government of Ontario recently revise its strict visitation rules intended to prevent the spread of COVID-19 within provincial hospitals and health centres. This cautious restart of visitations involves allowing outdoor visits to occur between patients and their loved ones.

Riverside is allowing hospital in-patients to have two (2) essential visitors visit outside once per day in a prescheduled 30 minute time slot.

Patients in hospital who are critically ill/palliative may now have four (4) individuals on their visitor list and two (2) visitors can attend together.

Patients in the ICU/Emergency Department deemed critical can have one (1) visitor.

Visitors are to follow all social distancing and Personal Protective Equipment requirements identified by hospital staff when booking and checking in for their visit.

"We know that the last few months have been incredibly difficult for our patients in hospital and their loved ones." stated Julie Loveday, Vice President of Clinical Services & CNE. "We ask for your understanding as we navigate these changes, in order to ensure that they are made in accordance with the Ministry guidelines and that the health and safety of all remains at the forefront."

To schedule a visit with a hospital patient please contact:

LaVerendrye General Hospital: 807-274-4831  
Rainy River Health Centre: 807-274-3261 EXT: 6500  
Emo Health Centre: 807-274-3261 EXT: 5500

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For More Information:

Julie Loveday  
Vice President, Clinical Services & CNE  
Riverside Health Care

Reference: Kathryn Pierroz - Communications Coordinator, Riverside Health Care, 807-274-3261 ext. 4525

Riverside Health Care is a fully accredited multi-site, multi-function health care system serving the residents of the Rainy River District. RHC operates hospitals in Fort Frances, Emo and Rainy River, and Rainycrest Long- Term Care Home and La Verendrye Non Profit Supportive Housing in Fort Frances. Each community is also served by Riverside Community Counselling which provides mental health and addictions services, Community Support Services and Valley Diabetes Education Centre which provides important chronic disease management programming. For more information, please visit [riversidehealthcare.ca](http://riversidehealthcare.ca)

# VISITING YOUR LOVED ONE

at Riverside Hospitals  
OUTDOOR VISITS

## COVID-19 CORONAVIRUS

COVID-19 is a very contagious illness.

It spreads quickly from one person to another through contact and droplets. We have done our very best to keep your loved ones and those caring for them protected and safe which unfortunately meant closing to visitors. This has been a challenging and stressful time for everyone.

It is important to consider the safest way to begin visits again. Please know we all have a role to play in responding to the pandemic and each of our actions has an impact on many other people.

## WHAT TO EXPECT REGARDING YOUR VISIT:

- Contact the hospital to schedule your visit. Visits will be 30 minutes in length. Please arrive only 5 minutes ahead of your scheduled visit.
- Only two (2) visitor at a time per patient.
- Pets are NOT allowed at this time.
- You will be screened at your visit. This will involve taking your temperature and answering questions.
- You will be required to bring and wear a clean cloth mask made of at least 2 layers of tightly woven fabric (cotton or linen)
- You will be asked to use hand sanitizer . Please follow directions given on proper technique. (see steps1-8 'How to Hand Rub' on back page)
- You must maintain a 2M(6feet) physical distance from your loved one at all times.
- Visits are weather dependent and may be rescheduled due to condition such as heavy rain, storm warnings and high heat/humidity.
- Your visit will be supervised.

## CONTACT DETAILS:

ALL VISITS MUST BE SCHEDULED IN ADVANCE

### LaVerendrye General Hospital:

**807-274-4831**

(Monday - Friday 8:00am - 4:00pm)

### Emo Health Centre:

**807-274-3261 EXT: 5500**

(Monday - Friday 9:30am - 1:30pm)

### Rainy River Health Centre:

**807-274-3261 EXT: 6500**

(Monday - Friday 8:00am - 4:00pm)

## YOUR RESPONSIBILITY AS A VISITOR:

- Respect all guidelines that have been put in place. Please ask if you do not understand them.
- Answer the screening questions honestly.
- Your visit is limited to your loved one, no other patients.
- Be considerate and respectful when interacting with individuals as this is a very stressful time for everyone.
- Maintain physical distance at all times.
- Failure to comply with protocols will result in your loved one undergoing COVID-19 testing and being placed on isolation for 14 days, and may result in outdoor visiting privileges being revoked.

## THINGS TO REMEMBER:

- Gift giving is NOT permitted during these visits. Flowers and Plants are NOT permitted in our facilities at this time.
- Food and drinks are NOT permitted.
- There are NO restroom facilities available on site for visitors.
- Minimize jewelry and accessories e.g. purses (you may want to leave your coat in the car). The fewer items you bring, the lower the risk of virus transfer.
- You may be required to wipe down all personal items you do bring with a disinfectant (ie. cell phone, keys)
- Avoid touching your face, eyes or ears, or adjusting your mask or glasses during your visit.
- Ensure long hair is tied back.

## HOW TO HAND RUB

### RUB HANDS FOR 20 SECONDS



**REMEMBER: COMPLIANCE WITH ALL RIVERSIDE POLICIES AND PROCEDURES, PROFESSIONAL STANDARDS, FEDERAL OR PROVINCIAL LEGISLATION IS EVERYONE'S RESPONSIBILITY.**