

Visitor/Essential Caregiver Fact Sheet During the COVID-19 Pandemic

What do I need to know when visiting my loved one?

- Do not visit if you:
 - are sick
 - have COVID-19 symptoms
 - have a COVID-19 test pending
 - are in self isolation as directed by public health
- Get tested if you have COVID-19 symptoms, even if they are improving or you are feeling better.
- Call Public Health at (905) 974-9848 (select option 6) before coming to the hospital if:
 - you are visiting a patient with COVID-19
 - you are visiting a patient who is in precautions for an exposure to another person with COVID-19
 - you have COVID-19 symptoms or you are self-isolated for an exposure to a person with COVID-19
 - you are visiting a patient on an outbreak unit
- You must honestly answer all COVID-19 screening questions upon arrival.
- Avoid taking public transportation if you have COVID-19 symptoms, if you are visiting a patient with COVID-19, or if the person you are visiting is in precautions for an exposure to COVID-19. If you have no means of transportation, a taxi service may be used. Sit as far away from the driver as possible, wear a mask tightly over your nose and make sure it also covers your chin. Keep the window open for the duration of the ride.

What do I do after I pass hospital screening for COVID-19?

- Go directly to the unit and report in as a visitor.
- Wear the medical mask provided upon entry to cover your nose, mouth, and chin
- Clean your hands when you enter the hospital and frequently throughout the visit.
- Do not eat or drink in the patient's room.

What can I do to protect myself and my loved one in between hospital visits?

- Limit trips outside of your home except for essential purposes such as work, school, grocery shopping, medical appointments, and outdoor physical activity.
- Stay home if you are not feeling well, even with mild symptoms.
- Limit travel to other areas in the province, especially COVID-19 hot spots.
- Keep at least 2 metres from people you don't live with.

- Wear a face mask in the community when physical distancing is not possible.
- Follow social gathering limits and other public health measures recommended by your local public health unit.
- Clean your hands.
- Avoid touching your eyes, nose, and mouth.

What should I know about visiting a patient in precautions?

- The hospital will provide you with personal protective equipment (PPE). Ask staff to help you with how to put it on before entering the room and how to take it off after.
- Discard all PPE in the waste container before exiting the room.
- Do not eat or drink in the patient's room.
- Make sure you clean your hands after you discard your PPE and have completed your visit.

Can I visit my loved one if they are on an aerosol-generating medical procedure (AGMP) such as continuous positive airway pressure (CPAP) therapy?

- It is safest to wait until the patient no longer requires the AGMP before visiting.
- Virtual visits will always be accommodated for all COVID-19 patients and their visitors.
- The care team will determine if the AGMP can be stopped for a short period of time to allow for a visit.
- If the AGMP cannot be stopped, visitation through a window may be an option.
- In extenuating circumstances we may allow for a visit that requires additional PPE.

Adherence to infection prevention and control measures by staff and visitors is required to prevent further spread of the virus.

For more information, please refer to:

- [Ontario Ministry of Health and Long Term Care](#)
- [City of Hamilton Public Health](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Public Health Ontario](#)

**Stop the spread of germs and infections.
Clean your hands.**



This fact sheet provides basic general information only and is to be used as a quick guide, not as a complete resource on the subject. If you have any further questions, ask Infection Prevention & Control or your health care provider