

Visiting Guidelines



Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) have taken a measured approach to continue monitoring the COVID-19 spread and also enable visiting, balancing safety and recognizing families as essential members of the care team. The following required guidelines are to support a safe visiting experience and are subject to change.

Infection Prevention and Control Measures

- Visitors must perform hand hygiene with soap and water or alcohol based hand rub upon entry and exit.
- Visitors who are feeling unwell with Respiratory symptoms such as cough, sore throat, temperature, runny nose or sneezing or Gastro-Intestinal symptoms such as nausea, vomiting and diarrhea, **are advised not to visit.**
- The Hospitals are mask friendly organizations. Masks will continue to be available at all entrances for visitor use.
- Appropriate personal protective equipment must be worn as instructed to support existing safety procedure requirements.

Guidelines for Visitors:

Inpatients:

- Up to two (2) visitors are permitted at a time.
- Visitors are welcome between 11:00 a.m. - 8:00 p.m.

Patients who are palliative, or critically ill for compassionate reasons:

- Unlimited visitors, visiting two (2) at a time.
- Anytime 24/7. If visiting after hours (2300-0600) please sign-in at Registration.

Outpatients and Emergency Department (ED):

- One (1) visitor may accompany the patient as requested.
- All patients and visitors are recommended to wear a mask at all times while in the ED.
- Note: Children under 16 years of age are not permitted to accompany a patient to their appointment in Diagnostic Imaging.

The health care team reserves the right to limit visitor interaction if the visitor does not adhere to infection control practices, or displays behaviours that are disruptive and don't follow the hospital Code of Conduct.

Should you have any questions or concerns, please contact our Patient Experience Office at:

- TDMH - 519-842-3611, extension 5336 or in writing to PatientFeedback@tdmh.on.ca.
- AHI - 519-485-1700, extension 8340 or in writing to PatientFeedback@ahi.ca.