

## Visiting Guidelines



During the COVID-19 pandemic, Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) have taken a measured approach to 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 due to COVID-19 prevalence within the Region.

### **Infection Prevention and Control Measures**

- All visitors must pass self-screening before entering the hospital. Please see posted signage at entrances. Visitors who do not pass the self-screen are asked to return home to isolate, unless prior approval has been granted by a leader (for example visiting a patient who is critically ill or palliative).
- All visitors must follow all infection control practices (mask, hand washing, physical distancing).
- A hospital mask is required and available at the entrances. Visitors are to refrain from eating or drinking in waiting rooms, public areas or in the patient room during their visit.
- Visitors who are not compliant with wearing a mask will be asked to leave the facility. Visitors that are unable to wear a mask may not be permitted entry – consideration may be given on case by case basis at the discretion of the Clinical Leader (or designate). Outdoor visits will be permitted for patients who can walk independently or are able to be safely transported by a visitor. Requests for patients that require staff support to enable an outdoor visit will be considered on a case by case basis. The patient must wear a mask during the visit (unless it cannot be tolerated).
- Proof of vaccination is no longer required for visitors to enter the facility.

## **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.

### **Outpatients and Emergency Department:**

- If a care provider is required by the patient one (1) visitor may accompany the patient as requested.

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.

Where possible, the hospitals are still trying to limit the number of people in the hospital. Patients are urged to attend appointments on their own if they are able to do so.

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](mailto:PatientFeedback@tdmh.on.ca).
- AHI - 519-485-1700, extension 8340 or in writing to [PatientFeedback@ahi.ca](mailto:PatientFeedback@ahi.ca).