

November 19, 2020

Dear Patient:

In response to the rising numbers of COVID-19 within the community, HHR will be scaling back visitors at all sites.

The visits will be different from before the COVID-19 pandemic period. **There will NOT be OPEN visiting at this time.** The number of visitors will be restricted for the safety of all patients and staff.

This is what you need to know about the visits at this stage of the Pandemic:

1. Visits will have to be scheduled with your care teams based on the frequency recommended by the Toronto Region Hospital's guidelines.
2. Each patient can only have **1 (one) visitor for an hour** on their scheduled day.
3. The visit will be restricted to the **patient's room only** at this time.
4. All visitors must enter through the North and South entrances of the hospital. *As of today, visitors do not get approval, unless we request to do so.*

Each patient **may** have an identified designated visitor and alternate visitor. We will be requesting this information at the time of admission. It would be best if you and your loved ones determine who will be the designated visitor and/or the alternate visitor. In addition, the social worker or unit designate will be contacting you and your designated visitor or the alternate visitor to establish your visiting schedule and time.

- ☛ The visitor will be screened at each visit to ensure they have no signs and symptoms of COVID-19 or any other communicable illness. Visitors with communicable illness symptoms will not be allowed to visit. The visitor must pass the screening assessment with each visit.
- ☛ Visitors will be required to clean their hands and wear a mask or face covering at the point of entry to the hospital. The mask or face covering must be clean and cover both nose and mouth. If visitors do not have a mask or face covering, we will provide a mask at the entrance.
- ☛ Visitors must clean hands with the hand sanitizer when entering the hospital and when entering and exiting the patient's room.
- ☛ Must maintain 2 meters or 6 feet between the patients and the visitor at all times.

We look forward to seeing you again. Thank you in advance for your support, understanding and patience as we resume visiting while preventing virus spread.

Sincerely,

The Humber River Team