INFORMATION FOR VISITORS
KEEPING EVERYONE SAFE

February 2022
WHAT YOU NEED TO KNOW ABOUT VISITING A PATIENT

- Effective November 15, 2021, all visitors, designated essential caregivers and others coming to the hospital must provide proof of vaccination (two doses) and photo identification, or proof of medical exemption. Some limited exceptions apply such as palliative situations.
- All visitors are required to wear a mask and eye protection. Please see page 3 for further instructions on how to obtain your personal protective equipment.
- Visits are by appointment only and must be scheduled at least 72 hours in advance. Only visitors with a scheduled appointment will be permitted to visit. Visitors must arrive on time and depart at the end of scheduled visit. We cannot accommodate visits outside of the scheduled visit time. If you arrive late, the visit will still end at the scheduled time.
- Visitors must be healthy and have no symptoms of COVID-19.
- Visitors must read and follow visitor expectations and participate in the screening process including hand hygiene when entering the hospital.
- Visitors must wear a Visitor ID Badge for the duration of the visit.
- Visitors will proceed directly from screening to designated visiting area.
- Visitors must perform hand hygiene upon entering and exiting the designated visiting area.
- Visitors must respect the time frame established for the visit and follow safety and infection control instructions provided by staff.

NOTE:

- Only hospital-provided masks are permitted, cloth masks are not permitted.
- Visitors who do not pass the screening process may not enter the building.
- Patients who have tested positive for COVID-19 and it has not yet resolved, and patients suspected of having COVID-19 cannot receive visitors unless under exceptional circumstances (e.g. end of life).
- Visits are not permitted with newly admitted patients who are awaiting COVID-19 test results.
- Food or drink cannot be consumed during your visit. Only pre-packaged food is allowed and cannot consumed during the visit.
- If you are bringing gifts or other items, please let the hospital know in advance.
- Pets are not permitted.
- Visitors are not permitted to use patient washrooms.
- Visitors must adhere to additional Infection Prevention and Control (IPAC) instructions.

The visitor protocol is subject to change quickly without notice due to the evolution of the pandemic. If these conditions are not followed, staff may ask you to discontinue your visit. If your visit was discontinued by Waypoint staff for not adhering to hospital protocols, you may appeal this decision. Please speak with the team leader or clinical manager to file an appeal.

If you would like to book a visit with your loved one, please contact the unit directly.
INSTRUCTIONS ON MASKS AND EYE PROTECTION

All visitors must wear a mask and eye protection while at the hospital. Wearing a mask and eye protection can help prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly.

Do not touch the front of the mask or eye protection while wearing it. Be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer if you accidentally touch your mask or eye protection.

For visits at the Bayfield Building - Horizon Program
- Please proceed directly to the Bayfield Building
- Wearing your own mask, proceed to the front doors where you will be given a surgical mask and eye protection
- You must participate in the screening process prior to entry including a temperature check

For visits at the Toanche and Atrium Buildings
- Please follow the "Visitors" signs to the Toanche Building front entrance
- Put on your own face mask, approach the main doors of the Toanche Building, and a member of our team will provide you with necessary personal protective equipment and review the screening questions with you

HOW TO DON YOUR MASK AND EYE PROTECTION

- Before putting on your mask, wash your hands with an alcohol-based hand sanitizer until dry or use soap and water for at least 15 seconds. If your hands are visibly soiled, use soap and water.
- Check to make sure the mask has no defects, such as a tear or torn ear loop, then put on your mask by securing the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask. The masks provided by the hospital allow you to fit the mask across the bridge of your nose. Please do so to prevent a gap.
- Once your mask is secure, perform hand hygiene before putting on your eye protection

HOW TO DOFF YOUR MASK AND EYE PROTECTION

- Take extra care when removing your mask or eye protection as this is when self-contamination may occur. Leave the patient care area to remove your mask or eye protection.
- Before removing your mask or eye protection, perform hand hygiene.
- When removing mask, touch only the ear loops. Perform hand hygiene after removing mask.
- Properly dispose of the mask and eye protection in the receptacles provided.
- Do not position a mask to hang off one ear, hang around the neck or be pulled down over chin.
- Do not carry mask around by hand or swinging at side. Use ear loops together to hold mask.
HOW TO PERFORM HAND HYGIENE

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub hands palm to palm.
4. Rub in between and around fingers.
5. Rub back of each hand with palm of other hand.
6. Rub fingertips of each hand in opposite palm.
7. Rub each thumb clasped in opposite hand.
8. Rinse thoroughly under running water.
10. Turn off water using paper towel.
11. Your hands are now clean.

Wash hands for at least 15 seconds

1. Apply 1 to 2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm.
3. Rub in between and around fingers.
4. Rub back of each hand with palm of other hand.
5. Rub fingertips of each hand in opposite palm.
6. Rub each thumb clasped in opposite hand.
7. Rub hands until product is dry. Do not use paper towels.
8. Once dry, your hands are clean.

Rub hands for at least 15 seconds

Source:

The information in this document is current as of March 16, 2020.

©Queen’s Printer for Ontario, 2020
What is COVID-19?
COVID-19 is a coronavirus that was first identified in Wuhan, China in late 2019. The World Health Organization (WHO) classified COVID-19 as a pandemic on March 11, 2020.

How is COVID-19 spread?
COVID-19 spreads through direct contact with respiratory droplets or someone who is affected with the virus (e.g., when they cough or sneeze). These droplets can spread up to 2 metres or 6 feet. A person could also get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

What are the signs and symptoms of COVID-19?
In general, human coronaviruses commonly cause mild, but occasionally more severe respiratory infections. It is estimated that they cause about 15% of common colds. Older patients and those with chronic medical conditions are at higher risk for severe illness from COVID-19. Some of the symptoms of COVID-19 include:

- Fever
- New onset of cough or worsening chronic cough
- Muscle aches and tiredness
- Difficulty breathing, shortness of breath
- Runny nose, nasal congestion (without other known cause)
- Sore throat
- Decrease or loss of sense of taste or smell
- Chills, headaches
- Nausea, vomiting, diarrhea
- Abdominal pain
- Conjunctivitis (pink eye)
- For those over 70 years of age, they may experience symptoms of delirium, unexplained falls, acute functional decline or worsening of chronic conditions.

Symptoms may take up to 14 days to appear after exposure to the virus.

How do you prevent the spread of COVID-19?
Everyone has a role to play in preventing the spread of COVID-19. Protect yourself and others by following prevention and management measures:

- Follow guidance from your local public health authority
- Get vaccinated for COVID-19
- Clean your hands often
- Try not to touch your eyes, nose and mouth
- Cover your cough
- Clean and disinfect frequently touched surfaces
- Wear a mask or face covering that completely covers the nose and mouth
- Avoid close contact with someone who is sick
- Practice physical distancing:
  - limit activities outside of the home
  - When outside of the home, stay at least 2 meters (6 feet) away from other people whenever possible
Is there any treatment for COVID-19?
There is no specific treatment for COVID-19 but your healthcare providers can treat for the symptoms you may be experiencing.

What should you do if you are not feeling well?
If you are a patient, notify your caregiver if you are experiencing any of the symptoms on page 5. If you are a visitor, please delay your visit.

What Is Waypoint doing to keep you safe?
In September 2021, Waypoint implemented a policy that requires all employees, credentialed staff, contractors, learners/students, and volunteers to be vaccinated against COVID-19. Effective November 15, 2021 all visitors, designated essential caregivers and others coming to the hospital must provide proof of vaccination (two doses) and photo identification, or proof of medical exemption. There are some limited exceptions such as palliative situations. We are allowing limited numbers of visits for our patients in designated spaces throughout the hospital. Our environmental service workers are working around the clock to ensure a clean and safe space to enjoy your visit. We ask that you respect the time frames established by our staff, as they are pertinent to our infection prevention and control measures.

What Should You Do Keep your Loved One Safe?
Before visiting, please ensure that you are not experiencing any of the symptoms mentioned on page 5. If the person you are visiting is on an isolation unit, visitation will not be permitted.

All persons entering the facility must go through a screening process. Upon entering the facility, we ask that you perform hand hygiene with the alcohol-based hand rub the stationed at the entrance.

Please use the procedure mask and eye protection provided to you by the hospital. This personal protective equipment is to be worn throughout the facility and during your visit. There will be brown paper bags distributed at the entrance if you would like to store your personal cloth mask or the mask provided to you.

No personal belongings are to be brought in. Please practice respiratory etiquette and physical distancing of two metres or six feet at all times.

Any non-adherence to the rules will be the basis for discontinuing visits.