

Information Sheet for Visitors at Runnymede Healthcare Centre February 5, 2024

Runnymede Healthcare Centre (Runnymede) recognizes the significant role visitors and Essential Care Partners (ECPs) continue to play in a patient's healing and well-being. In a continued effort to enhance the patient experience, patients can have visitors 24 hours a day, seven days a week.

Patient and staff safety is our top priority and as family members and partners in care, we need your help to ensure that potential risks are kept to an absolute minimum.

In a continued effort to enhance the patient experience at Runnymede, as of February 5, 2024, one (1) visitor at the time may visit a COVID-19 positive patient during isolation. When visiting, the visitor will be required to follow infection prevention and control practices, including cleaning hands before and after visiting the patient and wearing Personal Protective Equipment (PPE) as directed, to prevent the spread of COVID-19.

Masking Requirements

All visitors will be required to wear a procedural mask upon entering the patient care unit. This includes, but is not limited to the hallway, patient rooms, gyms, and other designated clinical spaces.

At this time, we also recommend that all patients wear a mask, if tolerated, while receiving therapy outside of their room. If a patient is not able to tolerate a mask, a face shield will be provided to reduce transmission.

Visitors and ECPs are expected to continue and follow passive screening requirements in order to proceed with their visit. We ask that visitors who are feeling unwell or experiencing symptoms to not visit the hospital until they are fully recovered.

Masks will still be widely available throughout the hospital. Face mask dispensers remain available at the main entrance and on the patient care units.

Guidelines

- All visitors can enter and exit through the hospital's main entrance between 8 a.m. to 9 p.m.
- The entrance doors are locked after hours Monday to Friday from 9 p.m. to 8 a.m. and on Saturday and Sunday from 9 p.m. to 9 a.m. **For visitors who wish to visit the hospital after 9 p.m., visits will need to be scheduled.**

- If you would like to visit a patient **after hours**, please call the appropriate patient care unit between 7 a.m. to 6 p.m. with your name and the name of the patient you are visiting to ensure prompt entry:
 - 2nd Floor: (416) 762-7316 ext. 2111 or 2717
 - 3rd Floor: (416) 762-7316 ext. 2113 or 2813
 - 4th Floor: (416) 762-7316 ext. 2116 or 2913
- All visitors are expected to sign-in and sign-out in the visitor log book located on the patient care unit.

After Hours Visiting

- For visitors arriving after hours, please press the intercom button beside the entrance door to gain access and be escorted in by Security.
- *Please note:* At times, there may be a delay in opening the door at the scheduled time as the Security staff may be attending to another urgent need.

During Your Visit

- You must wear all required PPE and follow all health and safety protocols as outlined by the hospital during your visit
- Please keep your hands clean at all times – hand sanitizers are available throughout the hospital
- You may bring personal belongings for your loved one during your visit
- You may bring in food that is ready to eat, individually packaged and in a disposable, single serving container for your loved one
- Please do not leave any food items behind; do not eat or share food while visiting your loved one

After Your Visit

Please continue to self-monitor for COVID-19 symptoms and notify Runnymede's infection prevention and control team immediately at 416-762-7316, ext. 2238 if you develop symptoms consistent with COVID-19 within 14 days after your visit.

Leave of Absence

- Patients may continue to leave the hospital to attend both essential and non-essential appointments
- Overnight leaves may be permitted with approval by the clinical team.
- Please contact your Patient Care Manager for more information.

Visitation (for non-outbreak units)

To further mitigate the risk of transmission within Runnymede, we encourage limiting visitors to one visitor per patient per day. We understand the importance of the support that visitors provide to our patients, and this measure is being implemented to minimize the potential spread of COVID-19 within our hospital. If more than one visitor wants to visit the patient, please seek approval from your unit's Advance Practice Nurse (APN) or the Patient Care Manager

Visitation during Unit Outbreak

When an outbreak is declared on a clinical unit, visitation will be temporarily paused for the duration of the outbreak. Runnymede will assess patient care needs and engage existing ECPs to assist with the provision of care as required.

Essential Care Partner (ECP) Program

- The ECP program remains in place as patients may identify and designate their ECP(s) whose presence is deemed essential to their safety and well-being.
- An ECP is an individual who is key to supporting the care of the patient and provides direct services, including physical care, emotional, psychological or navigational support, and excluding controlled acts as defined in the [Regulated Health Professional Act, 1991](#)
- ECPs can include family members, close friends or other caregivers as identified by the patient, Power of Attorney or Substitute Decision Maker
- **A formal application process will apply.** For more information or to apply to be an ECP, please contact the Patient Relations at 416-762-7316 ext. 2119 or at patient.relations@runnymedehc.ca

We appreciate your patience and understanding at this time. Additional questions may be directed to the appropriate patient care unit:

- 2nd Floor: (416) 762-7316 ext. 2111 or 2717
- 3rd Floor: (416) 762-7316 ext. 2113 or 2813
- 4th Floor: (416) 762-7316 ext. 2116 or 2913

Thank you for your continued support during this time.