

Information Sheet for Visitors at Runnymede Healthcare Centre Effective June 11, 2022

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. Please read this information sheet on what to expect at your visit, and how you can prepare.

Visitor Guidelines

- A maximum of **two (2) visitors (including Essential Care Partners)** may visit at the bedside at a time

Who can be an Essential Care Partner?

- An Essential Care Partner is a person who is key to supporting the care of the patient and trained by the care team to participate in the delivery of care, including physical, psychosocial and emotional support
- Essential Care Partners 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. To apply to be an Essential Care Partner, please contact the Patient Experience department at 416-762-7316 ext. 2119 or at patient.relations@runnymedehc.ca

Frequency and Duration of Visits

- For Essential Care Partners, frequency and duration of visits will be based on patient care needs and will be determined in collaboration with the Patient Care Manager

Visiting Areas

- Indoors at the patient's bedside
- Outdoor Visits are available in designated areas:
 - In the main floor garden area (at the back of the Hospital)
 - 2nd floor East and West courtyards (open to 2nd floor patients)
 - 2nd, 3rd and 4th floor balconies

Visiting Hours

- Visiting hours are from 9:00 a.m. to 7:00 p.m., 7 days a week
- Essential Care Partners' schedules are determined in collaboration with the Patient Care Manager and based on the patient's care needs

Preparing for Your Visit

Before coming to the hospital for a scheduled visit, all visitors are required to:

- Arrive to the hospital wearing a mask which is required to be worn for the duration of the visit.
- Complete [passive screening](#)
- If you require support to access the passive screening link, please contact the Patient Experience department at 416-762-7316, ext. 2119

We ask that visitors experiencing symptoms to not visit the hospital until they are fully recovered.

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.

Visitation during COVID-19 Unit Outbreak

When a COVID-19 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 Essential Care Partners to assist with the provision of care as required.

Leave of Absence

Patients may continue to leave the hospital to attend both essential and non-essential appointments; other types of leaves may or may not be permitted, and will require approval by the clinical team.

Overnight Leaves: overnight leaves will not be permitted at this time.

Appeals Process

To appeal any decision made regarding these visitor guidelines, please contact our Patient Relations team by email at patient.relations@runnymedehc.ca or by phone at 416-762-7316 ext. 2119.

Please note: Guidelines will be updated upon receipt of new guidance which may occur on short notice.

Resources

To learn more and access up-to-date information on COVID-19, visit the Ontario Ministry of Health's website at [covid-19.ontario.ca](https://www.covid-19.ontario.ca) or [Public Health Ontario](#)