Information Sheet for Visitors at Runnymede Healthcare Centre

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.

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:

- Each patient may have two visitors/ECPs at the bedside at any given time (except for end-of life situations).
- Children under the age of 12 are welcome to visit when accompanied by an adult who is not the patient.
- Garden visits will be allowed from 9 a.m. to 8 p.m., and each patient may have up to 10 visitors at the time (considering limited space and ongoing construction).

Visitation will continue:

- For all patients, 24 hours a day, seven days a week.
- For COVID-19 positive patients, one visitor/ECP may be permitted at a time.

If more visitors wish to visit a patient, please seek approval from your unit's Advanced Practice Nurse (APN) or the Patient Care Manager.

Masking Requirements

During the respiratory virus season, Public Health Ontario (PHO), Toronto Public Health (TPH), and regional health authorities may mandate masking measures in hospitals based on local respiratory virus activity and transmission levels. During periods of high transmission, hospitals may implement hospital-wide or targeted masking requirements for staff, volunteers, visitors, Essential Care Partners (ECPs), and patients in patient care areas. At Runnymede, hospital-wide masking requirements will be implemented in accordance with applicable TPH recommendations and local respiratory virus activity.

Outside of the flu season, when TPH procedure mask mandate is no longer in effect**,** use of procedure mask should continue:

- When indicated as a part of Point of Care Risk Assessment (PCRAs), Additional Precautions, or when specifically required by Infection Prevention and Control (IPAC) or Occupational Health and Safety.

- During direct interaction with specific patient populations, such as immunocompromised patients.
- On the unit during a respiratory outbreak.

Visitors and ECPs are expected to continue and follow passive symptoms-screening requirement 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.

For more details how to put on a mask and how to remove it safely, refer to:

How to Put On a Mask Safely

How to Remove Mask Safely

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

- Please keep your hands clean at all times, especially before entering a patient room/or before having contact with a patient, and after exiting a patient room/ or after having a contact with a patient. 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.
- Refrain from using the patient washroom.
- Refrain from visiting other patients.
- If you visit a patient who has Precautionary sign on the door:
    - You must wear all required Personal Protective Equipment (PPE) indicated by the signage on the door (such as gown, gloves, mask, and face shield).
    - Personal belongings (jacket, bag) should be placed in the plastic bag before entering the room (plastic bags are available on the unit, ask primary nurse for assistance).

After Your Visit

Please continue to self-monitor for any sign of infectious symptoms (such as fever, cough, nausea, vomiting, diarrhea, a skin rash, or other) and notify Runnymede's infection prevention and control team immediately at 416-762-7316, ext. 2238

Leave of Absence

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

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 capable 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 email 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:

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