



Questions & Answers: Visiting Clients At St. Joseph's Hospital

Updated: November 18, 2020

What visitor restrictions are in place at St. Joseph's Hospital?

We want to keep clients and staff safe while gradually easing visitor restrictions in place at St. Joseph's Hospital. At this time, only **Essential Visitors** are permitted.

Who is an Essential Visitor, and how many Essential Visitors can a client have?

An Essential Visitor is someone identified by the client or substitute decision maker to provide support to the client. Each client can have two Essential Visitors on their list; however, only one visitor is permitted into the building at a time. The Essential Visitor can be changed at the request of the client or substitute decision maker.

In addition to the Essential Visitor, arrangements can be made for spiritual care providers to visit the client.

What should I know about Essential Visits?

- Visiting hours are 11:00am to 7:00pm daily.
- Essential Visitors will enter and exit through St. Joseph's Hospital's Main Entrance.
- You will be asked to provide identification verifying that you are the named Essential Visitor, and will be screened for COVID-19 by answering questions related to general health, travel and possible contact with the virus. Those who pass screening will be able to visit.
- Essential Visitors are required to wear a surgical mask provided by St. Joseph's Care Group and maintain a physical distance of 2 metres / 6 feet from others at all times.
- Hand sanitizer must be used when you enter the building and when you leave. There are hand sanitizer stations throughout the building, including at the entrance to each client room, that you are encouraged to use frequently during your visit.
- Essential Visitors must go directly to the client room, and not visit with other clients along the way. You may make arrangements to use common spaces such as unit lounges, or schedule an outdoor visit on the 2nd Floor Terrace, directly with unit staff.

Can we visit outdoors?

Yes, Essential Visitors may schedule time on the 2nd floor Terrace. Please speak directly with unit staff to schedule outdoor time. Scheduling is required to make sure that physical distance can be maintained.

May I bring a gift or snack to share with the client?

Yes. You can always contact the nursing station or the client to find out if there are any dietary restrictions that you should follow.

May I bring young children to the visit?

No. At this time, only the Essential Visitor may visit.

Can I bring a pet?

Yes, you may bring a pet.

Can clients leave St. Joseph's Hospital on a temporary basis?

Clients may have unique circumstances where they would like to leave St. Joseph's Hospital for a brief period of time. Please speak to your care team to request consideration for, or learn more about, a temporary leave of absence.

Are there any other options for visits?

There are a number of ways to keep in touch:

- All client rooms have a telephone and access to free local calling.
- Complimentary WiFi is provided by Tbaytel at St. Joseph's Hospital for clients who have a smartphone/tablet/computer and would like to keep in touch online (email, video call, etc.).
- Virtual Visits can also be scheduled online at www.sjcg.net. Our staff will contact you to schedule the visit, and will be with the client to support them during the visit.

Are there any exceptions for clients whose condition has deteriorated and are at end-of-life?

Yes. Every day, the care teams meet and identify any clients who may be nearing end-of-life. Working together with the client and/or substitute decision maker, they make arrangements for additional visitors as well as spiritual care providers to visit. In these circumstances, visiting hours are extended to meet the needs of clients and families.

If you feel that your loved one should be considered for exceptional circumstances, please ask to speak with the unit manager.

Will visitor restrictions be expanded again soon?

We are continually monitoring a number of factors including guidance from public health, local cases of COVID-19, and availability of personal protective equipment as we ease visitor restrictions. Please keep in mind that **visitor restrictions may change at any time**, and we ask for your cooperation and understanding.

How can a request reconsideration or raise a concern about visitor restrictions?

We recognize that there can be unique circumstances that may not have been anticipated when our visiting restrictions were developed. If you have a special or unique circumstance, we ask that you first speak to the care team. They will do their best to address your concerns.

If you are not satisfied with the response you received, or feel that something else could be done, please ask to speak to the manager. If you are not sure who the manager is, please contact (807) 343-2431 and ask to be directed to the manager or email sjcg@tbh.net (note that inquiries by email can take up to two business days for reply).