

Family Presence during Visitor Restrictions



COVID-19 has impacted family presence and general visitation guidelines. Visitor restrictions are currently in place at facilities and sites across the region.

In certain exceptional circumstances, inpatients may be permitted **one designated support person/caregiver** for the duration of their stay while these restrictions are in place. A support person may be a relative, legal guardian, friend, or formal/informal caregiver who provides direct care to the client.

If a patient or loved one feels that a support person/caregiver is required, they should discuss their request with their health care-team, who will assess the need for a support person. Together, they can determine if assistance is required or if there are safety concerns associated with one or more of the following:

Feeding	Mobility	Personal Care	Communication/ Decision Making	Mental Health	Behaviour
Eating, drinking, meal time, etc.	Turning in bed, walking, transfers to bed/chair, etc.	Dressing, bathing, hygiene, etc.	Cognitive/speaking/hearing impairments or if receiving difficult or life altering/changing news	Mental health crisis/distress, etc.	Due to the display of any responsive behaviours, e.g. aggression, restlessness

YES	NO
<p>Can this assistance be regularly provided without the presence of a family member/support person?</p> <p>NO</p>	<p>Virtual visitation can be an alternate way to connect with loved ones during these visitor restrictions. To arrange for a virtual visit, please discuss your request with the patient's care team.</p>
<p>Is there risk of severe physical, functional, cognitive, or mental health decline without regular assistance?</p> <p>YES</p>	
<p>Support Person/Caregiver Required</p> <p>Note: The health-care team will work with the designated support person/caregiver to develop and implement a plan to provide support to their loved one (e.g. schedule and safety precautions).</p>	

We understand that these changes to visitation are difficult, but they are critically important to the safety of our patients, clients, residents, staff and physicians during the COVID-19 pandemic. We thank you for your understanding and collaboration during this time.