

What Care Partners need to know before coming to a QHC hospital:

On the day before and morning of your visit:

- ✓ **Self-screen for symptoms of COVID-19.** If you have symptoms, please do not come to the hospital, consider being swabbed. If you need to arrange an alternate Care Partner for the patient, please contact the unit right away
- ✓ **Check your arrival or visit time (if provided with one).** The unit may have requested you use a specific entrance and that you arrive at a specific time. Please respect this timeframe as it helps QHC ensure there are not too many people in the hospital or on a unit at the same time.
- ✓ **Prepare what you will need while at the hospital.** You will be expected to stay with the patient while you are inside the hospital. You will not be able to walk around or go in and out of the hospital.
- ✓ **Check your mask.** Ensure you have a clean or unused mask that is in good condition and comfortable as you will be required to wear your mask while in the hospital. In efforts to conserve Personal Protective Equipment (PPE) for health care works we ask you to use your own mask. If you do not have a mask one will be provided for you. You may be asked to change your mask when with a patient or in a specific unit.

When you arrive at the hospital:

- ✓ **Wash your hands.** Wash your hands using the hand sanitizer provided at the entrance. If you are wearing gloves you will be asked to remove them and asked to wash your hands well.
- ✓ **Go through the screening entrance.** If there is a line please physically distance. You will be screened for symptoms of COVID-19, recent travel, and close contact with people who have COVID-19. You must be honest to ensure safety for yourself as well as our staff, patients and other care partners.
- ✓ **Put on your mask.** Ensure your mask is covering your nose, mouth and chin and is comfortable.
- ✓ **Wash your hands.** Please wash your hands again after putting on your mask. Avoid touching your mask once it is on; if you do touch the mask wash your hands after.

While you are inside the hospital:

- ✓ **Go directly to the care area you are visiting** (unit, clinic, treatment area or designated meeting area). Do not walk around the hospital or spend time in public places with others. Stay with the patient that you are there to support, or in designated waiting areas if you need to be separated during tests, procedures or treatments.

- **If you are visiting an inpatient unit or other long-stay area (rehab, BSTU):** If you were given a designated meeting area to go to by the unit please go there. If not, please go directly to the unit and check in with staff. You will be asked to stay at the patient's bedside and to not visit other areas of the hospital.
- **If you are going to an outpatient clinic, test or treatment area:** go directly to the clinic or treatment area with the patient you are escorting. If they will be in a test or treatment on their own for an extended period of time, you may be asked to wait in another area or outside the hospital and return when they are finished to reduce overcrowding.
- ✓ **Wear your mask.** Your mask must fully cover your nose, mouth and chin at all times. Eating and drinking are not permitted while you are in hospital. Try not to touch or adjust your mask while wearing it, if you do, wash your hands. Always wash your hands before and after putting on or taking off your mask. Leave your mask on until you are outside of the hospital.
- ✓ **Practice Physical Distancing.** A mask is not a substitute for physical distancing. Follow directions from staff, signs and floor markers. Please make all efforts to maintain 2m (6ft) from others.
- ✓ **Wash your hands often.** Wash your hands often while inside the hospital, including before and after touching your mask, using the washroom or touching surfaces such as railings, buttons, handles or doors.