



## **Visitors to Casey House**

Casey House is committed to the health and safety of its clients, staff, volunteers, guests, peers and contractors and has created a visitors policy. In March 2020 Casey House and hospitals across Ontario stopped allowing visitors (with some exceptions) to enter the hospital in response to the COVID-19 pandemic. In June 2020, Ontario Health provided all hospitals guidance to increase and decrease access to clients based on the risk of COVID-19 in the hospital and in the community.

### **Is it safe for me to visit a client in the hospital?**

Our hospital is safe for our clients and visitors. We have taken measures to ensure the safety and well-being of our clients and those providing care to them during the COVID-19 pandemic, including:

- Limiting visitor access and the number of people in the hospital
- Screening for symptoms at entrances
- Using masks and appropriate personal protective equipment
- Putting physical distancing measures in place

### **What steps do I need to take when visiting a client?**

All visitors will be screened for COVID-19 symptoms prior to entering. You will be asked to wear a mask, clean your hands frequently and maintain a physical distance of 2 metres when possible. When you are visiting, we ask that you stay at the bedside and do not visit other clinical or common areas of the building.

### **Can I wear my own mask?**

Unfortunately no, Casey House has approved masks that are tested and inspected for use in hospital. Not all masks have this approval and to ensure that everyone is safe, we will ask visitors to wear one of our masks.

### **Why is the hospital taking a phased approach to visitor access?**

Increasing visitor access is “not as simple as flicking a switch”. It requires a thoughtful and gradual reintegration of visitors into the hospital. This phased approach allows us to change or decrease visitor access in response to current COVID-19 conditions.

## **How long will visitor restrictions be in place?**

As the circumstances around the COVID-19 pandemic continue to change and evolve, the safety of our clients and providers remains paramount. We need to balance the need of visitor presence and the risk of outbreak. We cannot predict how long the restrictions will be in place. The phased approach to visitor access will allow us to be flexible in increasing or decreasing access as the situation changes.

## **How do I know if I qualify as an essential visitor?**

Please speak with one of the team members to know if you qualify. A list of visitor phases and who qualifies as a visitor is available upon request. We will communicate any changes to visitor access with as much notice as possible.

## **I don't currently qualify as an essential visitor, but would like to be considered with special circumstances. What should I do?**

If you feel you meet the essential visitor criteria or would like to be considered with special circumstances, please contact Clinical Lead for the Inpatient Program.

## **Are visitors who have symptoms or who test positive for COVID-19 allowed to visit a client?**

Anyone with symptoms or who is COVID-19 positive should be self-isolating and not visit.