

Orange Level Visitor Guidelines

February 26, 2021

- Visits can occur between 2 and 8 p.m., daily.
- Patients will be able to welcome **ONE** healthy visitor **at a time**. Exceptions may be made if one visitor requires a support person (a second visitor may be permitted).
- Patients can welcome any healthy visitor — however, **only ONE visitor can attend at a time**.
- Visitors must be 12 years of age or older.
- Pet visits are not permitted at this time. Service animals are permitted in consultation with the Departmental Manager as per Horizon's [Therapy Animals / Service Animals Policy](#).
- All visitors and support persons must monitor themselves for COVID-19 symptoms before each visit. Active screening of visitors and support persons will take place before entering a Horizon facility. A screener will greet patients and ask a series of COVID-19 related questions, including questions about COVID-19 symptoms and recent travel.
- Visitors must wear a community mask at all times during their visit. Visitors will not be permitted to enter without a mask. We encourage visitors to wear their own mask; if they don't have one, one will be provided.

- Visitors must comply with all Public Health measures in place and must follow the facility's Infection Prevention and Control policies, such as maintaining physical distancing and cleaning their hands frequently.
- Visitors must limit their interactions with staff, patients and other visitors. They must leave the patient's room when staff are conducting procedures.
- At any time, staff can restrict the number of visitors in an area or the length of visits to ensure physical distancing can be maintained.
- Some exceptions are in place for certain patients. They are:
 - **For Palliative Care:** The following guidelines apply to palliative visitation in any (Red, Orange or Yellow) alert level.
 - **ONE** healthy visitor at a time, from a list of **10** designated visitors, unless associated support is required. The facility is to be provided with the list of individuals in advance.
 - When a patient is actively dying, **TWO** healthy visitors at a time from the list of **10** designated visitors may attend. Visitation outside of the normal designated visiting hours may be considered.
 - **ONE** additional visitor for pastoral/spiritual care for a palliative care patient at the end-of-life is permitted to visit to provide comfort to the patient, family and loved ones during this end-of-life care period.
 - [Out-of-province visitors must follow Public Health guidelines](#) regarding application for exemptions, testing and isolation.
 - **Critical Care** patients may have **ONE** visitor at a time, and visitors will be limited to close family members only. The length

of these visits will be determined by the unit staff based on unit activity. This includes: **Intensive Care, Critical Care and Neonatal Intensive Care patients.**

- Patients visiting **Emergency Departments** who require assistance may have **ONE** support person only. No other visitors permitted. Only **ONE** person per pediatric patient is allowed (parent or caregiver only).
- Patients visiting **Outpatient Departments: ONE** support person **ONLY** for patients requiring assistance.
- At **Discharge: ONE** healthy individual allowed to pick up discharged patients.