

## Information Sheet for Visitors at Runnymede Healthcare

Patient and staff safety is our top priority and as family members and partners in care, we need your help to ensure that potential risks are kept to an absolute minimum. Please read this information sheet on what to expect at your visit, and how you can prepare.

### Eligibility

As of July 16, 2021, all Runnymede patients continue to be eligible to receive visitors

#### Short Stay Patients (<7 days)

- Each short stay patient may identify 1 designated visitor and 1 designated alternate visitor

#### Long Stay Patients (>7 days)

- Each long stay patient may identify 1 designated visitor and 2 designated alternate visitors
- In addition to the 2 designated visitors, long stay patients may receive a maximum of seven (7) visitors (including up to 2 designates and up to 5 general visitors) at a time for an outdoor visit. Children under the age of two years do not count towards the general visitor maximum.

Individual requests beyond the current visitation guidelines may be brought to the attention of the Patient Care Manager for consideration on a case-by-case basis.

### Frequency and Duration of Visits

- Patients may receive 1 indoor or outdoor visit daily
- Visitors are requested to limit their stay at the hospital to no more than 1-2 hours

### Visiting Areas

- Indoors at the patient's bedside (for designated visitors and designated alternates only) for all patients
- Outdoors in the garden areas, weather and space permitting for long-stay (>7 days) patients only

### Visiting Hours

- Visiting hours will be from 10:00 a.m. to 6:00 p.m., 7 days a week

### Scheduling a Visit

- If you are a designated visitor or designated alternate visitor you are not required to schedule your indoor visit with the patient
- All outdoor visits (for designated and general visitors) must be scheduled by contacting the Visiting line at 416-762-7316, ext. 2281 or by email at [visiting@runnymedehc.ca](mailto:visiting@runnymedehc.ca)

## Preparing for your Visit

Before coming to the hospital for a scheduled visit, all visitors are required to:

- [Watch this video about using Personal Protective Equipment \(PPE\)](#)
- [Watch this video about proper hand hygiene](#)
- If you require support to access the video links, please contact the Patient Experience department at 416-762-7316, ext. 2119
- Please review and sign the [Visitor Attestation Form](#) and bring the completed form to your visit (hard copies are also available at the hospital upon check-in)

## Arriving at Runnymede for your Visit

- Please arrive 10-15 minutes before your scheduled visit
- All visitors are to access the hospital from the rear entrance. On-street parking is available. There is a designated accessible parking space at the rear entrance for visitors with an accessible parking permit
- You will be required to pass screening for COVID-19 including temperature check upon entry to the hospital. Following screening, you will be provided with a mask and eye protection.
- You will be required to sign-in, complete an attestation form and receive a visitor's badge upon arrival to the patient care unit

## During Your Visit

- You must wear all required PPE and follow all health and safety protocols as outlined by the hospital during your visit
- Please keep a distance of 2 metres (6 feet) away from patients, staff and other visitors during your indoor or outdoor visit
- Please keep your hands clean at all times – hand sanitizers are available throughout the hospital
- You are requested to remain at the bedside or in the designated visiting area unless otherwise directed and/or approved by Runnymede staff
- You may bring personal belongings for your loved one during your visit
- You may bring in food that is ready to eat, individually packaged and in a disposable, single serving container for your loved one.
- Please do not leave any food items behind; do not eat or share food while visiting your loved one
- Please use the designated visitor washroom which is located by the elevators on the patient care floor

## After Your Visit

Please continue to self-monitor for COVID-19 symptoms and notify Runnymede's infection prevention and control team immediately at 416-762-7316, ext. 2238 if you develop **symptoms consistent with COVID-19** within 14 days after your visit.

Thank you in advance for your cooperation; if you have any questions before your visit, please contact [visiting@runnymedehc.ca](mailto:visiting@runnymedehc.ca) or call 416-762-7316, ext. 2281.

## Resources

To learn more and access up-to-date information on COVID-19, visit the Ontario Ministry of Health's website at [ontario.ca/coronavirus](https://ontario.ca/coronavirus) or [Public Health Ontario](#).