

Information sheet for visitors to Runnymede Healthcare Centre

In accordance with Ministry Guidelines, we would like to welcome visitors back to Runnymede Healthcare Centre and work towards a safe transition to phase two of our reopening.

Our reopening will be gradual, and begins June 23, 2020. Patient and staff safety is our top priority and as our 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.

Visitors to Runnymede

For now, we are prioritizing visits with our long-stay patients – those who have been at Runnymede for 30 days or more.

- Visits are by appointment only and may be up to one hour long
- Visits will take place outdoors in the hospital's back garden
- One designated visitor (or designated alternative) is permitted per patient per day
- Two to three visits will be permitted per week

Our visiting hours will be from 10 a.m. to 8 p.m., seven days a week.

How to schedule a visit

First, please arrange a single designated visitor for your loved one at Runnymede. When the designated visitor has been determined, please contact patient.relations@runnymedehc.ca or call 416-762-7316, ext. 2119 and we will schedule a date and time for your visit.

Preparing for your scheduled visit

Before coming to Runnymede for a scheduled visit, all visitors must:

- [Watch this video about using personal protective equipment \(PPE\)](#)
- [Watch this video about proper hand hygiene](#)
- Ensure you have proof of a negative COVID-19 test, taken within two weeks of your visit date. If you need to find a COVID-19 testing site near you, please visit <https://covid-19.ontario.ca/assessment-centre-locations>
- Ensure you have a mask to bring for your visit

After completing the above, please [print and sign this attestation form](#) to confirm that you understand and will follow Runnymede's safety guidelines during your visit.

If a visitor doesn't follow our precautions, they will not be permitted to visit. Due to the seriousness of COVID-19, no exceptions will be made with respect to this.

Please note visitor washrooms are not available.

Arriving at Runnymede for your visit

Please arrive 15-20 minutes before your designated visiting time. Do not bring any personal items with you to the hospital, they will not be permitted. Examples of personal items are food, laundry and gifts.

When at the hospital's main entrance, please ensure you are wearing your mask and press the buzzer to be escorted in. Once inside, you will need to provide your negative COVID-19 test and signed attestation form to a member of our staff, who will take your temperature and screen you for COVID-19 symptoms:

- fever
- cough
- difficulty breathing
- muscle aches
- fatigue
- headache
- sore throat
- runny nose

During your visit

Your visit will last for up to one hour and take place outdoors in the hospital's back garden (weather permitting). Your loved one will be brought to our main floor after you arrive. If they are unable to be safely transferred outdoors, special arrangements can be made for a bedside visit.

While visiting with your loved one:

- You will be provided with a mask with eye protection by Runnymede – it must be worn as instructed by staff at all times throughout your visit
- Please keep a distance of 2 metres (6 feet) away from others
- Please keep your hands clean at all times – hand sanitizers are available throughout the hospital
- Please do not leave any items behind with your loved one, e.g. food and laundry

After your visit

When your visit is over, a Runnymede staff member will escort you from the premises.

- Please continue to self-monitor for COVID-19 symptoms (see above for symptoms)
- If you develop any COVID-19 symptoms within 14 days after your visit, please contact Runnymede's infection prevention and control team immediately at 416-762-7316, ext. 2238

Thank you in advance for your cooperation; if you have any questions before your visit, please contact patient.relations@runnymedehc.ca or call 416-762-7316, ext. 2119.

Resources

The following links provide more information and will help you prepare for your visit.

Remember that the directives and guidance documents change frequently. Please click on the link for the current documents:

- The June 18, 2020 statement from Runnymede Healthcare Centre President and CEO, Connie Dejak, regarding visits to Runnymede:
<https://www.runnymedehc.ca/newsroom/blog/update-connie-dejak-runnymede-president-ceo-easing-visiting-restrictions>
- How to Wear a Mask, from Public Health Ontario, April 10, 2020. Available at:
<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-how-to-wear-mask.pdf?la=en>
- How to Wash your Hands and How to Use Hand Sanitizer, Public Health Ontario, March 16, 2020. Available at: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>
- Other helpful information sheets from Public Health Ontario are available here:
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
- Reference Document for COVID-19 Symptoms, Ontario Health, May 25, 2020. Available at
http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_reference_doc_symptoms.pdf