

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 our reopening.

Our reopening began June 23, 2020 and has been gradual. 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

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

- Each visit is by appointment only and may be up to one hour long
- Each visit will take place outdoors in the hospital's back garden. If weather does not permit an outdoor visit, or if the patient is not able to go outdoors, the visit will take place in the patient's room
- One designated visitor (or designated alternative) is permitted per patient per day
- Up to two visits will be permitted per week

Our visiting hours will be from 10:00 a.m. to 6:00 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 visiting@runnymedehc.ca or call 416-762-7316, ext. 2281 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](#)
- Not have travelled outside of Canada within the last 14 days or have been in contact with a person with a confirmed or probable case of COVID-19 within the last 14 days
- 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.

While at Runnymede, visitors may only use the washrooms on the patient floors opposite the elevators.

Personal belongings and food

When visiting you may bring clean clothing for your loved one and take their dirty laundry with you when your visit is over.

You may also bring food for your loved one, but only if it is:

- Ready-to-eat
- Individually packaged
- In a disposable, single serving container
- Labelled with the patient's name and room number

Any food you may bring to Runnymede must be eaten by the patient (not shared), and leftover food must be taken home with you when your visit is over.

Arriving at Runnymede for your visit

Please arrive 15-20 minutes before your designated visiting time. 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 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). If weather does not permit an outdoor visit, or if your loved one is unable to go outdoors, the visit will take place in the patient room while wearing PPE. When your loved one is ready for your visit, our staff will escort you to them.

While visiting with your loved one:

- Runnymede will provide you with the necessary personal protective equipment – 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 food items behind; do not eat or share food while visiting your loved one
- Please stay in your loved one's room; do not walk throughout the hospital, including to the dining room or cafeteria

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 visiting@runnymedehc.ca or call 416-762-7316, ext. 2281.

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:

- 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