

## **MEDIA RELEASE**

### **We are pleased to welcome essential visitors back to Headwaters**

**ORANGEVILLE, ON – July 7, 2020** – Headwaters Health Care Centre (HHCC) is pleased to report that visiting will begin at the hospital as of July 7 for essential visitors. There will not be a resumption of open visiting at this time. The return of visits will be different from before the COVID-19 pandemic period. The number of visitors is being restricted for the safety of all patients and staff, as the pandemic continues to be present in the community. HHCC, along with others in the province, is following direction and guidance from the Ministry of Health regarding a phased approach to welcoming essential visitors back to the hospital.

Visitors at this time are deemed “essential visitors”. Meaning a person who provides personal, social, psychological, emotional and physical support, enable process of care and patient flow; and discharge from hospital. Each patient who is eligible, can identify two designated essential visitors.

“We know the importance of essential visitors to the well-being of patients in our care,” said Kim Delahunt, President and CEO, HHCC. “We look forward to welcoming essential visitors and thank everyone in advance for their support, patience and understanding as we work through this new process.”

Highlights about essential visitors returning to Headwaters:

- Patients who are admitted, must have visits scheduled with the care team based on guidance for eligibility and frequency of visit.
- Patients who are attending outpatient appointments, will be asked if they require an essential visitor at the time of booking their appointment/treatment. Only 1 designated essential visitor can attend the appointment with the patient.
- Each inpatient can only have one essential visitor per one hour visiting block (scheduled by the care team).
- The essential visitor will be restricted from moving freely around the hospital.
- All essential visitors will be screened at the entrances. If screening is failed, the essential visitor will not be allowed to enter the hospital.
- All visitors who fail the screening will be given further advice for testing and monitoring.
- All visitors are encouraged to wear their own masks when entering the hospital. If they do not have a mask they will be provided with one.
- All visitors are expected to follow hand hygiene protocols and wear PPE when required.
- Visitors do not have in/out privileges and must proceed to the area where they are visiting/supporting the patient.
- Visitors will be educated, encouraged and supported with hand hygiene protocols and donning/doffing of personal protective equipment (PPE) when required.

- Staff will provide timely updates to the patient and designated essential visitor and address any questions or concerns.
- Staff will help visitors facilitate communication between patients and essential visitors/family using their person devices or bedside telephones.
- Each area will take responsibility for ensuring visitors are identified and visitors will be signed in and out of the visitor's log.
- We have an appeals process, within our Patient Visitation Policy and Procedures available on our website.

There are strict guidelines for the schedule and categories of patients who are eligible for essential visitors or require an essential visitor to accompany them to appointments. This schedule is subject to change.

Area	Days of Week	Visiting Duration	Visiting Hours
D Wing	Monday, Wednesday, Saturday	1hr block	10:00am – 12:00pm 18:00pm – 20:00pm
E Wing	Tuesday, Thursday, Sunday	1 hr block	10:00am – 12:00pm 18:00pm – 20:00pm
F Wing	Monday, Wednesday, Saturday	1 hr block	10:00am – 12:00pm 18:00pm – 20:00pm
CCU/Stepdown	Daily	No restriction	24 hrs
Obstetrics	Daily	No restriction	24 hrs
Ambulatory Care	Daily	No restriction	8:00 am – 16:00 pm
Dialysis	M, W, F T, Thurs, Sat	Space restrictions exist. Will be reviewed on a case by case basis.	7:00 am – 23:00 pm 7:00 am – 18:00 pm
Emergency Department	Daily	No restriction	24 hours
Diagnostic Imaging	Daily	No restriction	7:30 am – 17:00 pm

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#### **About Headwaters Health Care Centre (HHCC)**

HHCC, is an innovative, community centred medium-size hospital located in Orangeville, caring for the residents of Dufferin County-Caledon. Accredited with Exemplary Standing by Accreditation Canada, Headwaters offers acute and complex continuing care with 24/7 Emergency Department coverage as well as extensive outpatient services in its Ambulatory Care Centre. HHCC is also a proud partner in the Hills of Headwaters Collaborative Ontario Health Team. Visit [www.headwatershealth.ca](http://www.headwatershealth.ca) or [www.hillsofheadwaterscollaborative.ca](http://www.hillsofheadwaterscollaborative.ca).

#### **Additional Resources:**

A link to the [working draft essential visitors](#) policy.

June 15, 2020 Press Release: [Headwaters begins safe gradual resumption of procedures and surgeries](#)

[Provincial Government's Framework](#) to help hospitals prepare for the gradual resumption of scheduled surgeries and procedures.

**For further information please contact:**

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