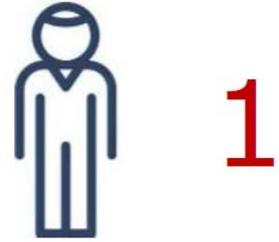


Information for Care Partners at St. Mary's

St. Mary's General Hospital recognizes the importance of Care Partners to enhance patient care and patient experience. Please read this information to understand how you can support your loved one's care and help keep yourself, our patients and staff safe during your visit.

A Care Partner is "more than a casual visitor" and their role may include:

- Support for a patient's physical care, mental and emotional well-being.
- Assistance with meals, mobility or personal care.
- Communication assistance with hearing, visual, speech, cognitive, intellectual or memory impairment.
- Assistance for persons with disabilities.
- Support with decision making.
- Support with discharge and discharge planning.



CARE PARTNER IN THE
HOSPITAL AT A TIME

Expectations for Care Partners at St. Mary's:

- Understand that a patient can receive visits from up to two Care Partners each day but only one Care Partner can be in the hospital at a time. Care Partner exchanges must be made outside the hospital.
- Enter through the main entrance between 6 a.m. to 6:30 p.m. Monday-Friday. Before 6 a.m. or after 6:30 p.m. or on weekends, enter through the Emergency Department.
- Identify yourself and the patient you are here to see, and provide your name and contact information to screening staff.
- Wear the mask and Care Partner name tag you are given at the door **at all times**.
- Sanitize hands often, including when entering and exiting the hospital and a patient's room.
- Maintain physical distance of 2 metres/six feet from other people where possible.
- Respect the maximum of six people in the elevator at a time.
- Reduce your travels in the hospital. Proceed directly to the patient room or to the department for the outpatient appointment. Plan to stay in the patient room for your entire stay.
- If you need to get a drink or snack, Subway and Tim Hortons are available, but **purchases need to be consumed in the cafeteria or taken outside. Food or drink cannot be consumed in the lobby or in waiting areas.**
- Use the public restroom on the patient's floor only or the public restroom in outpatient areas.
- Please ensure your role as Care Partner focuses on your loved one only. If there are needs expressed by a roommate to your loved one, please reach out to the care team rather than become involved in the roommate's care.
- Care Partner presence, duration and involvement may be re-evaluated by the clinical team in an effort to support patients and ensure everyone's safety. You may be asked to leave your loved one's room and hospital during times of patient care or other periods where your presence may interfere with all patient needs.



MASKS ARE MANDATORY FOR ALL
CARE PARTNERS IN ALL AREAS
OF THE HOSPITAL

Please visit www.smgh.ca for the full Care Partner guidelines.

Contact Us For questions about our Care Partner policy, please ask a member of the care team or contact Patient Experience at 519-749-6578, ext. 6867 or patientrelations@smgh.ca.