

December 24, 2021: As a result of our changing environment and the increased risks that the COVID-19 Omicron variant poses locally, Grand River is taking the unfortunate, but necessary additional steps to protect all patients in our care, and GRH team members who work to provide that care.

Care Partners will reduce to one designated Care Partners per patient, per day.

Effective Friday, December 24, Care Partners will reduce to one designated Care Partner per patient. Each patient's Care Partner will be able to visit for a two-hour period each day. This means that each admitted patient can identify one designated Care Partner to support them, and only that Care Partner will be able to visit them.

No one else outside of the one designated Care Partner will be permitted to visit at this time. All Care Partners must be fully vaccinated.

Visits outside the hospital – including day and overnight passes for admitted patients - will be suspended at this time.

As of Monday, December 20, day and overnight visiting passes for inpatients are suspended.

When patients leave the hospital for any period of time, their risk of exposure to illness through contact with others increases significantly. And when patients return to the hospital, there is a risk that they will bring back any illness to which they have been exposed which can spread to other, vulnerable patients and staff.

Why are you making this change?

Reducing exposure by limiting the number of people entering our buildings, and limiting exposure in the community will support our focus on protecting staff, patients and our community from COVID-19.

My care partner would like to drop off a holiday gift for me. Can this be arranged?

Yes, care partners can drop off packages and/or gifts for patients at hospital main entrances. Our screening team will receive them and ensure they are delivered to the patient.

Can my care partner visit me more than once a day?

No, at this time, Care Partner visits are limited to one two-hour visit per day. Exceptions to this guidance will be reviewed on a case by case basis and approved by the manager of the program or service that is providing care.

How can my care partner arrange a virtual visit with me?

Patients/care partners can request a virtual visit by emailing CarePartnerVisits@grhosp.on.ca. GRH staff will make every possible effort to accommodate these requests for patients and their loved ones.

Will exceptions be made to this process?

Based on the nature of the work we do and the diverse patient populations we serve, we anticipate that there will be exceptions for compassionate reasons. Exceptions will be reviewed on a case by case basis and approved by the manager of the program or service that is providing care.

How can my care partner request an exemption to this process?

If your care partner would like to be considered as an exception, they can call the hospital at 519-749-4300, ext. 0 and ask to be connected to the manager of the program where you are receiving care.

Who can I contact about this change?

If you would like to provide feedback about the process, please speak with your care team, or contact our patient relations team at patient.feedback@grhosp.on.ca or 519-749-4300, ext. 2966.