

Guide for Designated Support Persons





Vitalité health Network's designated support persons (DSPs) program allows patients to receive physical, psychological and emotional support from family/friends while minimizing the risk of disease transmission.

What is the difference between a designated support person and a visitor?

In relation to visitors in general, the designated support person plays an important role with the patient. Their presence is essential to the patient's safety and well-being.

A designated support person meets the following criteria:

- Is designated by the patient or substitute decision-maker;
- Is a family member, friend or loved one;
- Is 18 years of age or over.

A designated support person provides support to the patient as the patient deems appropriate. For example, the designated support person may help the patient with the following:

- Understanding treatment options and making decisions;
- Communicating;
- Eating, moving, washing.

All patients can have a designated support person.

Guidelines for the Designated Support Person

Before going to the hospital

- ✓ Do a self-assessment at home. **Do not go to the hospital in any of the following situations:**
 - You have symptoms of respiratory or gastrointestinal infection;
 - You have been in close contact with a person with an acute respiratory illness (COVID-19, influenza or RSV);
 - If you have received a positive diagnosis of COVID-19, influenza or RSV in the 10 days prior to your visit.



Upon arrival at the hospital

- ✓ Ask for a medical mask at the entrance;
- ✓ Before entering the patient's environment:
 - Clean your hands;
 - Put a medical mask on.

Wear your medical mask at all time when you are at the patient's bedside.

With respect to wearing the mask:

- ✓ **Wear your mask properly; it must always cover the nose and mouth;**
- ✓ Always clean your hands before putting on or removing your mask and after putting on or removing your mask;
- ✓ Avoid touching your face or adjusting your mask while you are wearing it. If you touch it, clean your hands;
- ✓ Change your mask if it is torn, soiled or damp. Ask the nurse for another mask. Dispose of the dirty or torn mask in the garbage.

How to put on a mask with ear loops



How to remove a mask with ear loops



At the hospital

- ✓ **Go directly to the care unit.** Stop at the nursing station and inform the staff of your arrival.
- ✓ **Check with the nursing staff** about precautions to take if the patient is in isolation.
- ✓ **Clean your hands often:**
 - Before entering the patient's room and upon leaving the patient's room;
 - Before touching your mask and after touching your mask;
 - After using the washroom;
 - After touching the bedrails, buttons, door handles and other surfaces that are often touched;
 - Before and after eating (ask staff about the locations in which eating is authorized);
 - Upon entering and upon leaving the hospital.

How to wash your hands properly



- ✓ **Stay at patient's bedside.** Do not wander around in the hospital and do not go into common areas / lounges.
- ✓ **Maintain at physical distance of two metres (six feet)** staff and other people.
- ✓ **Wear your medical mask** at all times when you are at the patient's bedside.
- ✓ **Never eat or drink in the patient's room or on the unit.**
- ✓ **Leave the room** if staff need to perform a procedure or if staff ask you to leave.
- ✓ **Use the washrooms for visitors.** Do not use the washroom in the patient's room.

Upon leaving the hospital

- ✓ Clean your hands.
- ✓ Go straight home.
- ✓ Change as soon as you get home and place your clothes in the laundry basket (you must wash them before wearing them again).
- ✓ If you test positive for COVID-19, influenza or RSV within 10 days of your visit to the hospital, call the **Infection Prevention and Control Department**:
 - **Beauséjour Zone** (Moncton and surrounding area) :
506-869-7331;
 - **Northwest Zone** (Edmundston and surrounding area) :
506-739-2677;
 - **Restigouche Zone** (Campbellton and surrounding area) :
506-789-5801;
 - **Acadie-Bathurst Zone** (Bathurst and Acadian Peninsula) :
506-544-2354.

You have an important role to play in protecting the health and safety of patients and staff.

Please contact the Quality and Patient Safety Department if you have questions: 1-877-286-1311.