Guide for Designated Support Persons During the Pandemic

RÉSEAU DE SANTÉ
vitalité
HEALTH NETWORK

Due to COVID-19, the Network has limited patient visits to reduce the number of people on site and limit the spread of the virus.

However, some patients need support during their hospital stay and it is important for their well-being to have a loved one by their side. The Network therefore allows the presence of a **designated support person** for these patients.

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 got to the hospital in any of the following situations**:

- You have symptoms of COVID 19;
- You have tested positive for COVID 19 or are waiting for the result of a COVID-19 test;
- You have had contact with a confirmed case of COVID-19 in the past 7 days;
- You have been in close contact with a person with an acute respiratory illness;
- You live under the same roof as someone in self-isolation.

✓ If you have received a COVID-19 positive test result in the 10 days.

Upon arrival at the hospital

✓ Clean your hands and change your mask at the hospital entrance.

✓ **Always wear the medical mask** rovided by the staff at the entrance.

✓ 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

1 Practise hand hygiene.

2 Hold the mask by the ear loops.

3 The metal nose piece must be on top and the pleats should point down.

4 Place the mask over your nose and mouth. Position the ear loops around your ears.

5 Fully unfold the mask so that it covers the top of the nose to under the chin.

6 Place the metal nose piece to fit around the bridge of the nose and cheeks.

How to remove a mask with ear loops

1 Practise hand hygiene.

2 Remove the mask by grasping the ear loops, gently lifting and removing the mask.

3 Do not touch the front of the mask. Place in a waste receptacle.

4 Practise hand hygiene.

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

1 Wet Hands

2 Soap

3 Lather for 15 seconds

4 Rinse

5 Dry hands well

6 Turn tap off with tower

- ✓ **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 mask** at all times.
- ✓ **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 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.

Vous avez un rôle important à jouer pour protéger la santé et la sécurité des patients et du personnel.

Veuillez communiquer avec le Service de qualité et sécurité des patients si vous avez des questions par rapport aux directives ci-dessus (1-877-286-1311).