

# What Essential Care Partners need to know before coming to UHN

**Note:** This is a guide **for people who have already been approved to be an Essential Care Partner** for a patient at UHN by a unit or clinic manager.

If you have not received pre-approval by a unit or clinic manager to visit or escort a patient at UHN, please contact them.

Please visit [www.uhn.ca/COVID19](http://www.uhn.ca/COVID19) for full details about preparing for your visit.

## On **the day before** and **morning of** your visit:

Self-screen for symptoms of COVID-19	Please self-screen for <a href="#">symptoms of COVID-19</a> . If you have any symptoms, please do not come to the hospital. If you need to arrange an alternate Essential Care Partner for the patient, please contact the manager right away.
Check your arrival or visit time (if applicable)	The clinic or unit manager may have given you a specific <b>arrival time</b> or <b>visit time slot</b> . Please do respect this time, as it helps us to make sure too many people aren't in the hospital at the same time. This allows for physical distancing, which is still one of the most important ways to prevent the spread of COVID.
Prepare what you will need while at the hospital	You will be expected to stay with the patient while you are inside UHN. You may not be able to walk around or go in or out of the hospital to purchase items like food, drinks, or newspapers. We recommend that you bring all that you may need with you.

## When you arrive to the hospital:

Wash your hands	Wash your hands using the hand sanitizer provided. If you are wearing gloves, you will be asked to remove them and discard them or put them away to wash your hands properly.
Go through entrance screening	<p>You will be screened for symptoms of COVID-19, recent travel outside of Canada, and close contact with people who have COVID-19. You must pass entrance screening to be allowed to enter.</p> <p>It is important that you answer entrance screening questions honestly for the safety of others and yourself. Only patients are allowed inside the hospital with symptoms to prevent the spread of COVID-19.</p>



Put on a mask	Everyone entering UHN must wear a mask. You will be given a mask by screening staff. If you are wearing a mask from home, staff will check to be sure it is effective. You must wear your mask at all times while inside UHN. Read the masking FAQ on our website to learn more.
Wash your hands	Please wash your hands again after putting on your mask.

While you are **inside UHN:**

Go to the care area	Please go directly to the clinic, care or test area, or inpatient unit you are visiting. Do not walk around the hospital or spend time in public spaces. Stay with the patient that you are there to support or in designated meeting or waiting areas.
If you are visiting an inpatient unit:	Go directly to the unit and check in with the ward clerk. You will be asked to stay at the patient's bedside and to not visit other clinical or common areas of the hospital.
If you are going to an outpatient clinic, test or treatment area:	Go directly to the clinic or treatment area with the patient you are escorting. If they will be in a test or treatment on their own for an extended time, you may be asked to wait in another area or outside the hospital and return when they are finished in order to reduce overcrowding.
Wear your mask	Wear your mask the entire time you are inside UHN. Only remove it if you must eat or drink. <b>Your mask should be fully covering your nose, mouth and chin at all times.</b> Try not to touch or adjust your mask or face while you are wearing it. Always wash your hands both before and after putting on or taking off your mask. Leave your mask on until you are outside of the hospital or back home.
Practice physical distancing	Follow directions from staff, wall signage and floor markers throughout the hospital. Learn more about what <a href="#">physical distancing measures</a> in place.
Wash your hands often	Wash your hands often while inside the hospital, including before and after touching your mask, eating, using the washroom, or touching surfaces such as railings, buttons, handles or doors.