

CLBC update on hospital visits - Plain Language Summary

On May 19, the Ministry of Health made an important announcement about an update to the “Family and Visitor” section of a policy clarifying what are essential visits for people in hospital.

This policy is about what are deemed essential visits in order to help a patient in the hospital during the pandemic.

The updated policy recognizes the special role played by families and support staff for patients with disabilities.

The policy now says essential visits include assisting a patient with:

- feeding
- mobility
- personal care
- communication
- emotional support
- supported decision making

This family and visitor policy is posted on health authorities’ web sites and will be communicated to visitors prior to or upon arrival in hospitals.

If families or visitors are worried that they are not being allowed to visit, they can ask to speak to a person called an administrator, who can make sure the policy is being followed properly.

The policy also covers the guidance that visitors must follow to help protect everyone in hospitals. This includes how many visitors a patient can have at a time, handwashing, physical distancing and making sure visitors don’t have any signs of illness.

[The updated policy can be read by clicking here.](#)

Thank you to everyone who brought forward the importance of making sure people with disabilities have the support they need during the pandemic.