

## COVID-19 Patients & Families Tip Sheet

November 29, 2021

Welcome to BC Children's Hospital and BC Women's Hospital + Health Centre (C+W). We appreciate patients and families might have questions around what things may look like during this phase of COVID-19 so we have created this Tip Sheet to assist in preparing for your visit. We hope this may be helpful. Should you have additional questions or concerns, please contact your provider/program or clinic directly.

### **Refreshments and Meals:**

With many places closed due to COVID -19 we encourage families to pack meals and snacks for the trip to C+W. Hospital cafeteria, Starbucks, Second Cup and Tim Hortons on campus are open but require physical distancing and may have reduced hours or product availability.

### **Parking**

The provincial government has temporarily waived parking fees on hospital lots during the pandemic. As such, parking on-site may be limited. Please note that free parking may be lifted at any time, so watch for parking fees in effect signage. There is limited free street parking along Heather Street near 33<sup>rd</sup> to 38th. Due to limited parking available, should you be waiting in your car during a family member or friend's hospital appointment, we would ask that you wait off site when possible.

### **Designated caregiver/support person**

A designated caregiver/support person is an asymptomatic person (has no symptoms) that will remain with the patient throughout the admission.

If the designated caregiver/support person develops symptoms they will be asked to leave the hospital and not return unless the visit is deemed essential. At that time, a new asymptomatic designated caregiver/support person can be identified.

The designated caregiver/support person will be identified to staff and asked to wear a patient identification band. The band will be provided when the patient is admitted. When a new support person is required the band will be removed, discarded and a new wrist band is to be provided to the new support person.

### **BC Children's Hospital Visitor Restrictions are as follows:**

- BCCH Inpatient programs/units: Two adult designated caregivers/supporters
- BCCH Ambulatory program & Emergency Department: Two adult designated caregivers/supporters.

### **BC Women's Hospital Visitor Restrictions are as follows:**

- Maternity In-Patient: Two adult support person
- Urgent Care Centre: Two adult caregiver/support person
- Neonatal Program (NICU): Two adult caregivers/support people
- Outpatient Clinics: Two adult caregiver/support person

### **Entrance Screening and Masks:**

During the COVID-19 pandemic we have established designated entrance at the hospital to provide screening for symptoms and to inform caregivers/families about current visitation restrictions. These entrances include:

- BC Children's Hospital Emergency Department Entrance #53
- BC Women's Urgent Care Centre (UCC) Entrance #97
- Laboring Women and BC Women's Main Entrance #93
- Teck Acute Care Centre Entrance # 55
- BC Women's Health Centre Entrance #77
- Sunny Hill Entrance #5
- Oak Street Entrance # 11

Please expect to be screened and clean your hands at the entrance. Medical masks must be worn by all persons (medical staff, care providers, staff, patients, families, visitors, contractors, volunteers and students) on-site at C&W, as it is a clinical delivery site, in clinical and non-clinical areas, including common areas and break rooms, unless eating and/or drinking. When in doubt, wear a mask.

C+W entrance screening staff are making masks available at every entrance screening station.

For the most up-to-date visitor restriction information and accessible hospital entrances, please visit: <http://www.bcchildrens.ca/health-info/covid-19-and-children-information-for-patients> or <http://www.bcwomens.ca/health-info/covid-19-information-for-patients>

### **Behind the mask:**

We understand that masks may be frightening or triggering to some patients who may be fearful of not being able to see someone's expressions or their face. You may see some care providers wearing a button that shows what they look like without a mask to help put patients more at ease.

<https://www.youtube.com/watch?v=LMkm63GQdSI&vl=en-CA>

<https://www.youtube.com/watch?v=RNLQj6tniVk>

### **Accommodation Support - BC Family Residence Program**

The BC Family Residence Program provides accommodation assistance to enable families to stay together when their child requires medical care at BC Children's Hospital or Sunny Hill Health Centre for Children, including premature babies and newborns with other health concerns. Enhanced travel assistance is also provided through air transportation for patients of all ages.

Families may contact Variety - The Children's Charity directly to apply for assistance through this program.

### **Travel – BC Ferries**

[BC Ferries' Medical Assured Loading \(MAL\)](#) is a BC Ferries program offered for eligible patients who need to travel for urgent medical reasons by personal vehicle. MAL provides patients with improved travel certainty provided they meet eligibility criteria and conditions as set by BC Ferries.

The number of assured loading spaces on each sailing is limited and varies by vessel and sailing. If these spaces are full when the patient arrives, it may be necessary to travel on the next available sailing. If guaranteed travel is required, a reservation is recommended. Please contact BC Ferries directly if you have questions about this program. Phone: 888-223-3779

**COVID-19 Information**

[COVID-19 and Children – Information for Patients](#)

Frequently asked questions for BC Children's patients about COVID-19.

[COVID-19 Information for Patients](#)

Frequently asked questions for BC Women's patients about novel coronavirus COVID-19.