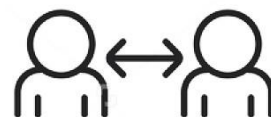


General Guidelines for Visitors to Hôpital de la Cité-de-la-Santé

Please note the following hours and instructions for visits to the hospital:

- **Care and psychiatric units: 2:00 p.m. to 8:30 p.m.**
- **Emergency, intensive care and palliative care: 24 hours a day**
- **Pediatric units and neonatology units: Parents, 24 hours a day**
- **Mother-child unit: Spouses, 24 hours a day**
 - **Only one visitor** at a time is allowed (with some exceptions). You must coordinate visits with your family members.
 - **Masks are mandatory** at all times inside the institution.
 - **Eye protection is mandatory** when you enter a room and when you are in close contact with your loved one (within less than 2 metres).
 - You are **prohibited from eating or drinking in patient rooms**. The hospital has reserved eating spaces; ask a staff member to show you where these are located.
 - You are prohibited from using the bathroom and toilet in the patient rooms. The hospital has dedicated washrooms for visitors and caregivers; ask a staff member to show you where these are located.
 - Please limit your travel around the hospital. Go straight to your loved one's room. Avoid going back and forth between the patient's room and outside the institution (e.g., to smoke).
 - Wash your hands frequently.
 - Avoid touching your face as much as possible. The virus spreads when your hands (gloved or ungloved) become contaminated and you touch your eyes, nose or mouth.
 - Avoid bringing clothing or belongings from home (e.g., purse, lunch bag, documents) except for essential items for the user.
 - You can bring homemade or take-out food into the facility in a disposable container. This food must be brought directly to the user's room and thrown out after the meal. No food may be kept in the unit's refrigerator or reheated in the microwave.
 - **Respect physical distancing rules** by staying 2 metres away from other visitors, users, and staff members.
 - When you get home, wash your clothes in the washing machine and take a shower.



- After your visit, self-monitor your symptoms (cough, fever, severe fatigue, muscle pain, headache, significant loss of appetite, difficulty breathing, sore throat or diarrhea) and take your temperature daily for the next 14 days. You do not need to self-quarantine after your visit if you used the protective equipment as instructed.

If you have symptoms, contact the COVID-19 information line at 1-877-644-4545 and refrain from visiting the hospital.

The CISSS de Laval could take away your visitation rights if:

- You do not disclose all true and/or relevant information about your health or if you fail to disclose relevant information about your health condition or any risk factors associated with COVID-19.
- **You or someone in your family shows symptoms of COVID-19**, receives a positive COVID-19 test, or has symptoms of any other contagious infectious disease.
- **You do not comply with the CISSS de Laval's regulations** regarding health, hygiene, safety, or equipment use.
- You do not comply with the rules related to physical distancing and personal protective equipment (PPE).
- Your behaviour interferes with the delivery of care and services or user safety.
- You do not comply with the limit of one visitor per user (unless more than one is allowed as an exception).

