

What is a Designated Support Person?

Support persons are a crucial member of the care team. They provide emotional, cognitive, spiritual, and/or physical care to their loved ones.

The emergency staff and physicians understand the importance and invaluable role loved ones play in supporting family members and friends who are patients in our department.

Things to Know:

- **Only one support person will be able to come into the Emergency Department at one time unless determined differently by the Nurse or Physician.**
- **There may be circumstances where we cannot allow support persons in due to activity occurring in the department; please be patient, you will be allowed in as soon as possible.**
- **Support person must not be experiencing any infectious symptoms such as fever, chills, aches, cough, shortness of breath, sore throat, vomiting and/or diarrhea.**

Our goal is to provide you with safe, quality care. Threats, verbal abuse and any sort of violence is

NOT TOLERATED.

Emergency Department

50 College Drive, North Bay, Ontario
705-474-8600 ext. 4500

Hours of Operation:

24 hour, 7 days a week

www.nbrhc.on.ca



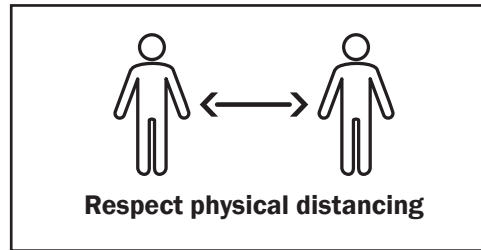
Guidelines for Support Persons in the Emergency Department

The Emergency Department is open
24 hour, 7 days a week

During your visit

- Check in at triage each time you arrive.
- Remain at patient's bedside; you are not permitted to be in other areas of the Emergency Department during your visit.
- No food or drink is permitted in patients area.
- Limit travel in and out of the Emergency Department.
- Wear appropriate personal protective equipment as instructed by nurse and room signs.
- Be respectful of staff & patients with cell phone use.
- Be respectful of others privacy.
- Filming and photos are prohibited.
- Please follow nursing instructions as given.

We are asking Support Partners to:



Support persons who do not adhere to these guidelines may be asked to leave (at the discretion of the healthcare provider and/or Manager and/or designate of the Emergency Department).

Those who refuse to wear the hospital provided mask or face shield during the visit will not be permitted into the department.

