

Information for Inpatient Visitors



RED LEVEL

ORANGE LEVEL

YELLOW LEVEL

Your experience at a Horizon facility is different during the COVID-19 pandemic. When our facilities are in the **Yellow Level**, visitor guidelines are in place to ensure the safety of our health care workers, patients, clients and communities.

Here is what you can expect when you arrive at one of our facilities:

Visitor Information

Visiting hours are between **2 and 8 p.m.** daily and patients will only be permitted **ONE** healthy visitor in the facility at a time. Exceptions may be made if the visitor requires a support person. Visitors must be 12 years of age or older. Pet visits are not permitted at this time. For more information, visit HorizonNB.ca.

Take-out and homemade food is permitted for patients. If you choose to have take-out food delivered, the delivery person is required to pass the screening protocol at the facility's designated entrance before the food is accepted. A support person or visitor is required to pick up the food at the entrance. We can also accept a patient's personal items if they can be easily wiped and cleaned with a disinfectant and the item is from a household where none of the occupants are self-isolating. Accepted personal items include: electronic devices, glasses, hearing aids etc.

View important details regarding the appropriate packaging of food and a list of personal items that are permitted in Horizon facilities online at HorizonNB.ca.

Active Screening

All visitors are screened for COVID-19 symptoms before entering the hospital; this includes being asked a series of questions. Only healthy visitors are permitted. Visitors and support people must sign in when entering a Horizon facility as part of an amended Emergency Order from the Government of New Brunswick. All visitors must provide their name and telephone number during the screening process.

Masks

When entering a Horizon facility, visitors are required to wear a mask. You will not be permitted to enter without one.

- When you come to a Horizon facility for an appointment or to visit a loved one, please wear your own face mask. You will be provided a new face mask during the screening process and asked to put on this mask before entering.
- To learn the right way to put on and remove a [mask with loops](#) or [mask with ties](#) visit HorizonNB.ca.

Hand Hygiene

Visitors will be asked to clean their hands as they enter and leave the facility. It's important to continue to take the necessary daily precautions such as cleaning your hands often and avoiding touching common surfaces in public places. There are two effective hand cleaning methods:

- An alcohol-based hand rub is the preferred method for cleaning your hands;
- Soap and water must be used when hands are visibly soiled, when an infectious disease is present and after using the washroom.

To prevent the spread of COVID-19, while in a Horizon facility everyone is required to wear a mask, clean their hands, and whenever possible, keep a physical distance of two metres or six feet between yourself and others.

This includes standing in line to enter the facility, in waiting areas, elevators and cafeterias.