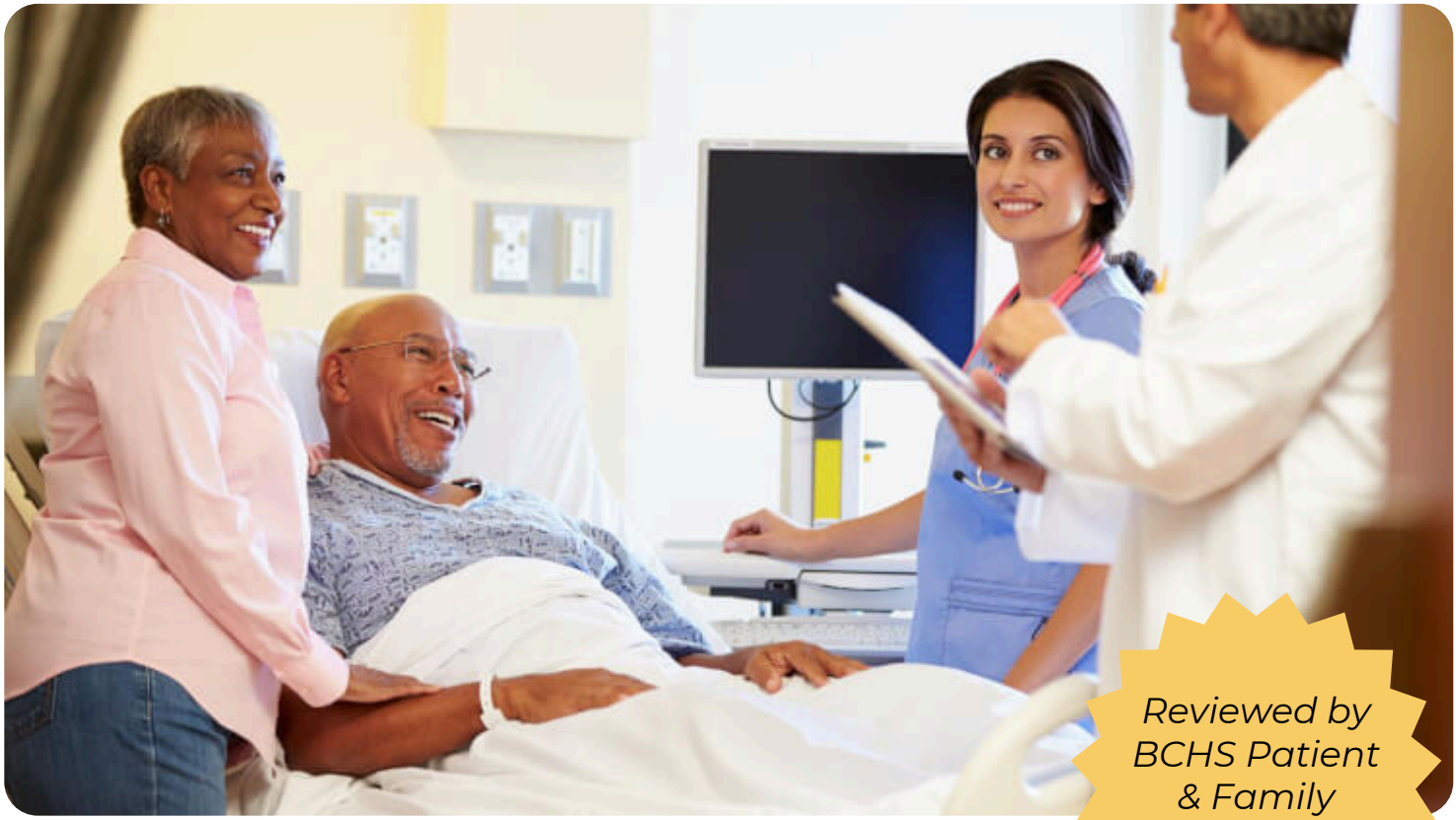
Updated **October 2026**

WELCOME VISITORS

We know how important visitors are to our patients and families. There are a number of infection prevention and control measures in place for everyone's safety, and these measures must be followed throughout your visit. Please speak with a member of our team if you have any questions. Enjoy your visit!



Reviewed by BCHS Patient & Family Advisors

Only two visitors allowed at a patient's bedside at any given time.

Plan your visit ahead of time. We ask that visitors work with the patient and their loved ones in advance so that only two people are at the patient's bedside at a time. Children under the age of 12 are welcome to visit if accompanied by an adult and supervised during the visit. If you are waiting for another visit to finish, please wait in the Cafeteria located near the D-Wing entrance at BGH.

Visiting hours. BCHS has an open presence policy, meaning that visiting is flexible and there are no prescribed visiting hours.

Please note: The hours between 9:00pm and 6:00am are considered quiet time. Visitors are asked to speak softly, avoid the use of electronic equipment, such as televisions and radios, and avoid lighting that may disturb other patients.

Safety guidelines to follow while inside the hospital

All visitors must:

1. Pass self-screening for acute respiratory infection/COVID-19 before coming inside the hospital. If you are not feeling well please do not visit the hospital.

2. BCHS follows a masking-encouraged policy. This means that you will no longer be required to wear a mask within hospital sites, with the exception of a unit in outbreak. Masks are available at main entrances for anyone who wishes to wear one. We ask that everyone support and respect every individual in their personal choice regarding masking. Visitors are strongly encouraged to mask during peak respiratory virus season.

3. Clean your hands when you enter the building, when entering and exiting the patient's room, during your stay and when you leave.

4. Put on the appropriate personal protective equipment as shown on the sign posted outside the patient's room.

    - There is a greater risk when visiting a patient in additional precautions (isolation) or patients having ongoing aerosol generating medical procedures (AGMPs).
    - When a patient is having an ongoing AGMP, Infection Control highly recommends that the visitors wear the same PPE as the healthcare providers.
    - When the patient is confirmed or at risk to be COVID-19 positive, visitors have the choice of wearing a medical mask or an N95 in addition to the other required PPE.

5. Do not eat or drink while inside an isolation room.

6. Use public washroom(s) and not patient washrooms.

7. Visitors may be asked to leave the room at any time to allow BCHS staff into the room to carry out their duties. Visiting hours may be adjusted in time or number based on the clinical care needs of a patient or roommate.

Visitors who refuse to follow safety guidelines may lose their visiting privileges.

Please note:

During an acute respiratory infection or gastrointestinal outbreak, visitor restrictions may be considered as a strategy to reduce the risk of transmission. Infection Prevention and Control (IPAC) will provide recommendations regarding visitation when the outbreak is declared.

Requests for exceptions, including compassionate visitation, will be reviewed by the unit manager or designate on a case-by-case basis



Guidelines for Visitors and Essential Care Partners

Care Area	Guidelines
Emergency Department & Urgent Care Centre	• One visitor for all adult Emergency Department and Urgent Care Centre patients. Two visitors for a pediatric and NICU patients. • The need for a visitor will be constantly re-assessed by the care team and support persons may be asked to leave at any time based upon conditions within the department.
Inpatient Care	• Patients admitted to the hospital (inpatients) are permitted **two visitors at their bedside at any given time, three if there is a child present.** Children under the age of 12 who are supervised may visit.
Mental Health Inpatient Unit	• Visiting hours on the Mental Health Inpatient Unit are weekdays from 2:00pm to 11:00pm and weekends from 10:00am to 11:00pm. Visits are booked for 2 hours per visitor. • Two visitors per patient at a time. Patients may have multiple visitors per day if availability allows. • Patients can call 519-751-5544 extension 2424 to preschedule appointment. Same day bookings will be accommodated availability permitting.
Pediatric Care	• Two visitors/caregivers for all pediatric patients (under the age of 18) in the Emergency Department, Urgent Care Centre and Inpatient Units. Visitors who are under the age of 12 must be siblings and supervised. • One visitor/caregiver for pediatric outpatients (i.e. PARS & Bili Clinic).
Neonatal Intensive Care Unit (NICU)	• Two visitors/caregivers for NICU patients.
Labour & Delivery and Post Partum	• Two visitors/caregivers for all Labour & Delivery and Post-Partum patients. Visitors who are under the age of 12 must be siblings and supervised. • Exceptional circumstances requiring more than two visitors/caregivers at a time include: midwife, surrogate parent, adoptive parent.
Outpatient Care	• One visitor may accompany each outpatient to their appointment.
Patients at End-of-Life	• Patients who are at end-of-life may have more than two visitors at the bedside at a time. Please coordinate with the care team. • For special circumstances, accommodations will be made as required in consultation with the care team.

The care team will do everything possible to accommodate visitors. These may be times we are unable to do so and the reasons will be communicated to the patient and/or visitors.

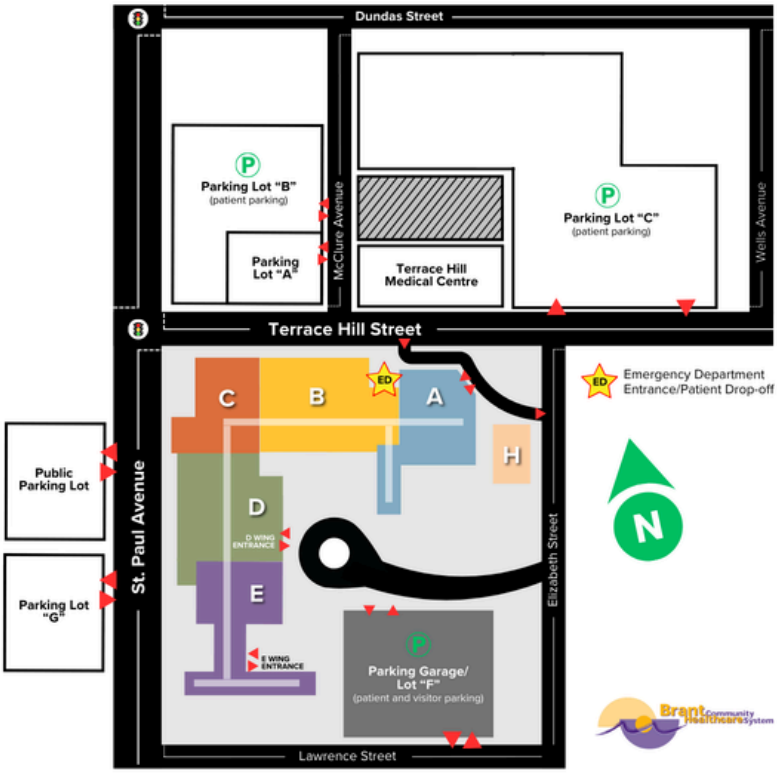
Patients and visitors may ask for an appeal. Please direct appeals to the Patient Experience Office (x2395) or the Manager-On-Call by calling our Switchboard at 519-751-5544 ext. 0

Visitors Entering Brantford General Hospital:

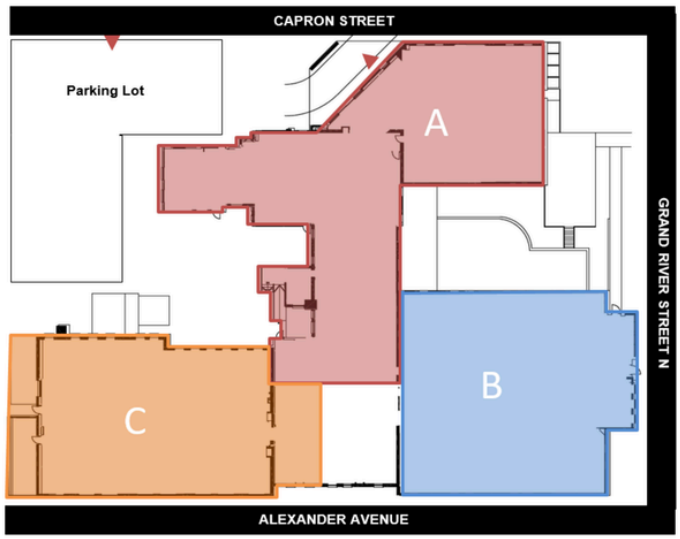
6:00am – 9:00pm Visitors may enter the hospital through the D-Wing or E-Wing Entrance.

9:00pm - 6:00am After-hours visitors must enter through the A-Wing (Emergency Department) Entrance and check-in with Security. Security will advise you that you must check in at the unit communication station when you arrive to the floor.

Map of the Brantford General Hospital



Map of the Willett



Visitors Entering the Willett:

Monday – Friday

9:00am – 9:00pm Visitors may enter through the Urgent Care entrance.

9:00 pm - 9:00 am Visitors may utilize the doorbell to call the unit to obtain access to the building.

Saturday & Sunday

9:00 am - 6:00pm Visitors may enter through the Urgent Care entrance.

6:00pm - 9:00am Visitors may utilize the doorbell to call the unit to obtain access to the building.

All visitors must perform hand hygiene, complete and pass screening and follow the visitor rules.

After Your Visit

- If you have questions about the BCHS Visitor Policy, please contact a member of your loved one's care team by calling Switchboard at **519-751-5544 extension 0.**
- For more information, visit the BCHS website at **www.bchsys.org/visitors**