Alberta Health Services (AHS) has taken steps to restrict visitors to protect patients and those at greatest risk of severe illness - including seniors. We recognize that this may be difficult for families and loved ones but we must do all we can to minimize the risk of infection to our patients, residents and staff. AHS will continue to evaluate the limitations placed on visitations throughout the pandemic.

We encourage visitors to use other methods to be in touch with your loved ones, such as a phone call, video calling or FaceTime. For more information, refer to Involving Families During COVID-19.

Requirements for all Visitors regardless of setting

**You will NOT be allowed to visit if you meet any of the following criteria:**
- You have an illness that can be transmitted (symptoms including fever, cough, or feeling unwell);
- You are immunocompromised;
- You are on self-isolation for COVID-19;
- You are being tested for COVID-19;
- You have tested positive for COVID-19. You will not be allowed to visit until your required period of mandatory self-isolation has passed.

**Visiting a patient with suspected or confirmed COVID-19:**
In end-of-life, maternity/postpartum and pediatric situations when there is a critical need to be with a loved one with suspected or confirmed COVID-19, options will be explored to help support the individual’s designated support system. Unit or site leadership will explore options to facilitate connection with their loved one. Staff should contact Infection Prevention and Control for further guidance.

**If you have any questions or concerns, please discuss with the patient’s health team, or you can contact Patient Concerns at 1-855-550-2555.**
Visiting a loved one in Long Term Care, Supportive Living or Congregate Living setting

Residents of these sites are at **extreme** risk if exposed to COVID-19.

**Can you visit?**

- Effective immediately, all long term care, supportive living and congregate living sites have implemented a **No Visitor Policy**.
- Exceptions:
  - Sites may, in rare situations, allow one **Essential Visitor** where the resident’s care needs cannot be met without their assistance.
  - Every visit by the Essential Visitor must be pre-arranged with the facility manager.
  - For end-of-life situations, the Essential Visitor may determine who among a dying resident’s family/religious leader(s)/friends may visit the resident.
  - Only **one visitor at a time** can visit a dying resident.
  - A visitor who is a child may be accompanied by the Essential Visitor or the child’s parent or guardian.
  - The site manager, in consultation with the patient’s care team, determines if the patient condition is considered end-of-life.

A resident may have only **one Essential Visitor**. The **Essential Visitor**, designated by the resident or guardian (or other alternate decision maker), may be a family member, friend, religious care provider or paid caregiver over 18 years of age.

**All visitors in long term care, supportive living or congregate living facilities must:**

- Pre-arrange visits with the facility manager and be expected by the site administration or charge nurse. There may be circumstances where not all visitors are able to be accommodated, even if otherwise permitted in this guidance.
- Be feeling well on the date/time of visit.
- Complete health screening prior to entering the facility, including a temperature check for fever over 38 degrees Celsius (where available) and a [questionnaire](#).
- Wear a mask or face covering while inside the facility.
- Sign in and out of all visits.
- Be escorted by site staff to the resident’s room and remain in the resident’s room for the duration of the visit. Visitation with other residents is not permitted.
- Perform hand hygiene (hand washing and/or use of hand sanitizer) when entering and leaving the facility and when entering and leaving the resident’s room.
- Pets cannot be brought in by any visitor.
Visiting a loved one in Acute Care/Outpatient settings

Can you visit?

Effective immediately, all acute care and outpatient settings have implemented a **No Visitor Policy**.

Exceptions are permitted in the following circumstances:

**Maternity/postpartum**
- **Allow one visitor at a time.**
- The unit manager/charge nurse may approve two visitors at one time (e.g. both a partner and doula; or both surrogate support and an intended parent).

**Pediatrics**
- **Allow one visitor at a time.**
- The unit manager/charge nurse may, in rare situations, approve two visitors at one time on a case-by-case basis (e.g. both parents in a pediatric end of life situation).

**End of Life Situations**
- **Allow one visitor at a time.**
- The attending physician, in consultation with unit manager/charge nurse, determines if the patient condition is considered end-of-life.

**Outpatient and Emergency Department/Urgent Care**
- **Allow one visitor at a time** for patients with specific challenges such as mobility, hearing, visual or memory impairment, otherwise patients will be required to attend by themselves.
- Police and peace officers accompanying a patient for security reasons are not considered visitors.

Further exceptions to this restriction need to be reviewed and approved by the unit manager/charge nurse/nursing staff on a case-by-case basis.

**All Visitors in acute care or outpatient facilities must:**
- Be feeling well on the date/time of visit.
- Complete health screening prior to entering the facility, including a temperature check for fever over 38 degrees Celsius and a [questionnaire](#).
- Wear a mask or face covering while inside the facility.
- Be escorted at all times, by the staff of the health care facility, except when with the patient in their room.
- Perform hand hygiene (hand washing and/or use of hand sanitizer) when entering and leaving the facility and when entering and leaving the patient's room.

Facilities will have a screener greet each visitor to conduct the health screening and verify any visitor is authorized to attend as per the above.