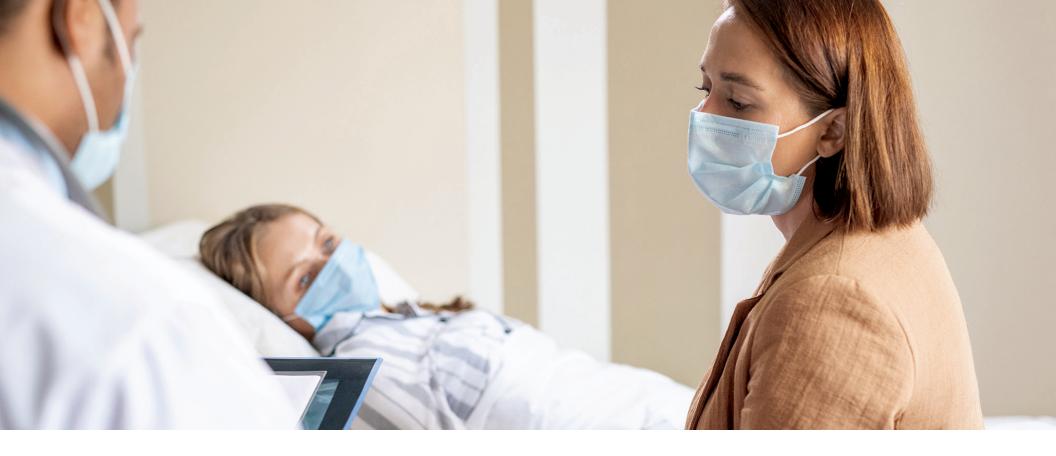
## Guide for Designated Support Persons





Vitalité health Network's designated support persons (DSPs) program allows patients to receive physical, psychological and emotional support from family/friends while minimizing the risk of disease transmission.

## What is the difference between a designated support person and a visitor?

In relation to visitors in general, the designated support person plays an important role with the patient. Their presence is essential to the patient's safety and well-being.

## A designated support person meets the following criteria:

- Is designated by the patient or substitute decision-maker;
- Is a family member, friend or loved one;
- Is 18 years of age or over.

A designated support person provides support to the patient as the patient deems appropriate. For example, the designated support person may help the patient with the following:

- Understanding treatment options and making decisions;
- Communicating;
- Eating, moving, washing.

All patients can have a designated support person.

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### Guidelines for the Designated Support Person

#### Before going to the hospital

- ✓ Do a self-assessment at home. Do not got to the hospital in any of the following situations:
  - You have symptoms of respiratory or gastrointestinal infection;
- You have been in close contact with a person with an acute respiratory illness (COVID-19, influenza or RSV);
- If you have received a positive diagnosis of COVID-19, influenza or RSV in the 10 days prior to your visit.





#### Upon arrival at the hospital

- ✓ Ask for a medical mask at the entrance;
- ✓ Before entering the patient's environment:
  - Clean your hands;
- Put a medical mask on.

## Wear your medical mask at all time when you are at the patient's bedside.

With respect to wearing the mask:

- ✓ Wear your mask properly; it must always cover the nose and mouth;
- ✓ Always clean your hands before putting on or removing your mask and after putting on or removing your mask;
- ✓ Avoid touching your face or adjusting your mask while you are wearing it. If you touch it, clean your hands;
- ✓ Change your mask if it is torn, soiled or damp. Ask the nurse for another mask. Dispose of the dirty or torn mask in the garbage.

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### How to put on a mask with ear loops







The metal nose piece must be on top and the pleats should point down.



Place the mask over your nose and mouth. Position the ear loops around your ears.



Fully unfold the mask so that it covers the top of the nose to under the chin.



Place the metal nose piece to fit around the bridge of the nose and cheeks.

### How to remove a mask with ear loops





gently lifting and

removing the

mask



Do not touch the front of the mask. Place in a waste receptacle.



#### At the hospital

- ✓ **Go directly to the care unit**. Stop at the nursing station and inform the staff of your arrival.
- ✓ **Check with the nursing staff** about precautions to take if the patient is in isolation.
- ✓ Clean your hands often:
  - Before entering the patient's room and upon leaving the patient's room;
  - Before touching your mask and after touching your mask;
  - After using the washroom;
  - After touching the bedrails, buttons, door handles and other surfaces that are often touched;
  - Before and after eating (ask staff about the locations in which eating is authorized);
  - Upon entering and upon leaving the hospital.

### How to wash your hands properly













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- ✓ **Stay at patient's bedside.** Do not wander around in the hospital and do not go into common areas / lounges.
- Maintain at physical distance of two metres (six feet) staff and other people.
- Wear your medical mask at all times when you are at the patient's bedside.
- ✓ Never eat or drink in the patient's room or on the unit.
- ✓ Leave the room if staff need to perform a procedure or if staff ask you to leave.
- ✓ **Use the washrooms for visitors**. Do not use the washroom in the patient's room.

#### **Upon leaving the hospital**

- ✓ Clean your hands.
- ✓ Go straight home.
- Change as soon as you get home and place your clothes in the laundry basket (you must wash them before wearing them again).
- ✓ If you test positive for COVID-19, influenza or RSV within 10 days of your visit to the hospital, call the Infection Prevention and Control Department:
  - Beauséjour Zone (Moncton and surrounding area): 506-869-7331;
  - Northwest Zone (Edmundston and surrounding area): 506-739-2677;
  - **Restigouche Zone** (Campbellton and surrounding area) : 506-789-5801;
  - Acadie-Bathurst Zone (Bathurst and Acadian Peninsula): 506-544-2354.

# You have an important role to play in protecting the health and safety of patients and staff.

Please contact the Quality and Patient Safety Department if you have questions: 1-877-286-1311.