



Upper Connecticut Valley Hospital Visitor Guidelines

Upper Connecticut Valley Hospital (UCVH) places the highest priority on the health and safety of our patients and staff. We believe that family, friends, and others who provide support play a significant role in a patient's healing process.

General Guidelines

"Visitors" are considered those who seek access to UCVH and who are not directly involved in the care of patients, but who wish to socialize with and support a patient. Visiting children must be under the direct supervision of a visiting adult age 18 or older.

Patients may designate a spouse, family member or caregiver who may be physically present while the patient is receiving care at UCVH.

Visitor guidelines are continually evolving to protect our patients, caregivers, and employees while balancing the importance of being with friends and family.

These guidelines are reassessed and adjusted based upon the most up-to-date information and recommended best practices for any conditions that may potentially impact our ability to ensure the health and safety of patients and staff.

- Visitors must be without any COVID-19 symptoms and successfully pass our symptom screening before entering a building. This screening will include a series of questions and a temperature check. Any visitor who has symptoms of COVID-19 will not be permitted in the building.
- Visitors can expect to be screened when they enter UCVH. They will be required to wear a surgical mask, which will be provided. The mask must adequately cover the nose and mouth at all times while inside the facility. Visitors wearing an N95 mask will be asked to wear a surgical mask over their N95 mask.
- Visitors should follow staff instructions if they are asked to wear other protection in addition to a face mask.
- Visitors who are not able to wear a mask must have a letter from a medical provider stating this. A face shield will be required.

UCVH may restrict visitors for the following reasons:

- The presence of a visitor is medically or therapeutically contraindicated
- The presence of a visitor interferes with the care of or rights of any patient
- Visitors are engaging in disruptive, threatening, or violent behavior toward any staff member, patient, or other visitor
- Visitors are not compliant with hospital policy

We also ask that visitors recognize the following guidelines:

- Keeping noise levels low is important to promote a healing environment, so please try to speak in hushed tones when you visit
- Please be aware of the number of visitors at any one time and the level of noise
- Sometimes we may have specific requests for visitors to create the best healing space for our patients. Please consider the length and hour of your visits

It is important to note that individual departments, sections, or units may have additional constraints or requirements beyond these guidelines, based on the need to maintain patient and staff health and safety. Department-specific constraints or changes to this policy may occur at any time without advanced notice, driven by current patient volume and staffing resources.

Emergency Department

Patients will be allowed two (2) visitors at a time while in the Emergency Department. Visitors will not be allowed for patients who present with COVID-19 or symptoms of COVID-19. Pediatric patients will be permitted to have two parents/caregivers present. A patient may designate a spouse, family member or caregiver who may be physically present while the patient is receiving care at UCVH.

There may be times, such as the ED has patients in every exam room and the waiting room or when there is a surge of infectious patients, when the waiting area or department becomes too crowded to remain safe. When this occurs, visitors may be asked to wait in their car until the patient is ready for discharge or volume decreases.