



Visitors Guidelines



Guidelines for Visitors at CHEO

New visitation guidelines are now in place. The new guidelines are intended to respect our commitment to family-centered care while balancing the need to protect patients, staff and volunteers from the spread of infections.

Visiting Hours

Visiting hours at CHEO are from 3:00 p.m. to 8:00 p.m., every day (including weekends and statutory holidays.)

A maximum of two (2) people can visit a patient (including bedside or playrooms).

Other family members or visiting friends are invited to wait in the coffee shop or cafeteria and take turns visiting the patient.



For families: The patient’s immediate family can remain with the patient 24 hours a day (maximum of two people applies during the daytime, but only one person can stay overnight). The patient and his/her family (or legal guardian) will identify

members of the immediate family and communicate this to the Charge Nurse and nursing unit.

For compassionate reasons, the Charge Nurse may grant exceptions to these guidelines. Please discuss your needs with the nursing staff.

Outpatients (clinics, diagnostic imaging, medical day unit and day care surgery)

It is recommended that outpatients have a maximum of two (2) people accompany them to and from appointments.

Emergency Department Visits

CHEO’s Emergency Department is available 24 hours a day, seven days a week for children and youth requiring emergency care.

The Emergency Department has its own entrance. It is mandatory to use the outside entrance to gain access to the Emergency Department.

Everyone arriving at CHEO’s Emergency Department will be screened (asked a few questions) prior to entering the hospital. The Triage Nurse will also ask specific questions related to infectious diseases.

Managing the spread of infection in the Emergency Department and the waiting area is essential for everyone’s well-being. We ask for your cooperation and recommend that a maximum of two (2) people accompany a child or youth seeking emergency care.

Self-screening

If you are sick, please do not visit a patient in the hospital. Patients can be placed at great risk if germs are brought in and spread throughout the hospital. Therefore, if you have a fever, cough, runny nose, sore throat, diarrhea or a new rash or are otherwise unwell (or ill), you should stay home or see your doctor.

Hand washing – our best defense!



Washing your hands with soap and warm water for 15 seconds or using the hand gel sanitizer found throughout the hospital is the best way of limiting the spread of germs, even if you are feeling well. So, please wash your hands.

Please remember:

**No peanuts
No perfume**

No latex balloons

Please remember that CHEO provides a peanut safe and scent free environment. Do not bring any products that contain peanuts or wear any perfume when visiting someone at the hospital. Latex balloons are also prohibited to protect patients and staff with latex allergies.

We would like to take this opportunity to thank you for your continued support and cooperation and for making CHEO a healthy environment for our children.