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RE Official information request CDHB 10338

I refer to your email dated 23 June 2020 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

The protocols the DHB had/have in relation to access for support people in the hospitals within your DHB region during Level 2 lockdown (between 14 May and 8 June) and Level 1.

Please find attached as **Appendix 1 – Alert level 2 and Appendix 2 Alert level 1** for the protocols that the Canterbury DHB had/have in place in relation to access for support people and visitors in our hospitals.

Please note, in regard to Alert level 2:

- Contact tracing and screening protocols in place for all visitors, including support people, in line with government contact tracing guidelines.
- These protocols applied equally to friends and family or health support workers visiting inpatients, and to health support workers or family-whanau who supported consumers at outpatient appointments.

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely



Carolyn Gullery
Executive Director
Planning & Funding & Decision Support

Visitor restrictions **Effective from Thursday 14 May 2020 until further notice**

Under COVID-19 Alert Level 2 visitor access for all Canterbury DHB health facilities will continue to be restricted. Please remember, limiting our interactions with others is our best defence against COVID-19. **Please don't visit the hospital if you don't need to.**

The following visitor restrictions are in place for all Canterbury DHB health facilities:

- Visitors will be screened and asked to provide contact details upon arrival
- Visitors who are unwell or have suspicion of COVID-19 will not be able to enter
- Aged residential care facilities operated by Canterbury DHB: Visitors are allowed in our ARC facilities, but there will still be restricted number and visiting times

Christchurch Hospital **Updated on 14 May 2020**

- Unless otherwise stated – one nominated person from the patient's bubble may visit once per day during visiting hours and must be the only visitor for the duration of the patient's stay in hospital.
- Under Alert Level 2, visiting hours have changed and are **from 3pm until 9pm** until further notice.
- Exceptions: Charge Nurse Managers can assess requests on a case by case basis. For example, exceptions will be considered on compassionate grounds including for end of life care.
- For children, parents/caregivers can visit at any time, and both parents/caregivers can visit at the same time.

Christchurch Women's Hospital/Rangiora Health Hub maternity/Lincoln Maternity/Ashburton Maternity

- Acute Assessment – one support person only to accompany someone presenting for acute assessment
- Women in labour in a maternity facility are allowed two support partners from her extended bubble for the duration of the labour and birth
- Women who have had an elective caesarean section are allowed one support person
- For the duration of their postnatal stay a woman can have one named support person from the above bubble who will be able to visit once per day for any length of time from 10am-8pm (they will have to sign in at reception)
- All visitors to our maternity facilities must sign in each time they visit.
- Outpatient appointments (including Fetomaternal medicine) – a support person will only be permitted under specific criteria – e.g. a person's carer/support person is required to be with them at all times/complex needs or complex diagnosis/certain procedural clinics .

Burwood Hospital **Updated on 14 May 2020**

All Visitors need to be checked in via the Main Entrance – 300 Burwood Road

- Two nominated people from the patient's bubble may visit one at a time, once each per day during visiting hours 11am to 7pm and they must remain the nominated visitors for the duration of the patient's stay in hospital.

- Outpatient appointments, a support person will only be permitted under specific criteria – e.g. Carer/support person is required to be with them at all times

Specialist Mental Health Services at Hillmorton campus & The Princess Margaret

Hospital site Updated on 19 May 2020

- One person may visit once per day during visiting hours.
- One support person per outpatient.
- Additional people will be considered by the Clinical / Charge Nurse Manager or Duty Nurse Manager (after hours). This must be by prior arrangement to ensure that we can meet physical distancing requirements

Ashburton Hospital Updated on 15 May 2020

- One visitor at a time but more than one person is able to visit during the day.
- One support person per outpatient.
- One support person to accompany someone to the Ashburton Acute Assessment Unit

Exceptions: Nurse Managers can assess requests on a case by case basis.

Kaikōura Health (Te Hā o Te Ora), Oxford Hospital, Darfield Hospital, Ellesmere Hospital, Waikari Hospital, Tuarangi Home Ashburton

Updated on 15 May 2020

To ensure the safety of patients, all of whom are aged over 65, visitors to the Aged Residential Care part of this facility are allowed but there will be limited visits and appointments will need to be made

- Each resident may have 2 nominated visitors.
- One visitor per visit
- Visit to occur in residents room or an outside area if there is one
- Visitors will be asked to book their visits times so we have only 1 or 2 visitors on the premises at a time.
- There may be a separate entrance for visitors, please check with staff.

Kaikoura Health Te Ha o te Ora - Visitors for Acute Patients:

- Maximum of 2 designated visitors per patient
- One designated visitor at a time per patient
- Visits no longer than 30 minutes
- Visitors required to visit in patient room; not to visit with any other patients, maintain social distancing
- Visiting Hours 10am to 12 noon and 3pm to 8pm for next two weeks and to be reviewed.

Exceptions:

- Exceptions will be considered on compassionate grounds for end of life care.
- Exceptions include any additional visits as approved by the Nurse Manager/Clinical Director.

Visiting under Alert Level 1 at Canterbury DHB hospitals and health centres

Under Alert Level 1 we have increased visitor access. Please don't come visiting if you are unwell.

Christchurch Hospital

- **Visiting hours are 11am to 1pm and 3pm to 8pm.**
- Only one visitor at a time please and it can be a different person each time.
- All people attending an outpatient appointment can have one support person with them.
- There can be more than one family member invited to attend a family meeting.
- Parents and caregivers can be present in paediatric areas as normal

Christchurch Women's Hospital/Rangiora Health Hub maternity/Lincoln Maternity/Ashburton Maternity

- Partners can visit from 8am to 10pm.
- All other visiting is from 11am to 1pm and then 3pm to 8pm.
- Please note that rest time for women is between 1pm to 3pm every day.

Burwood Hospital

- Visiting is from 11am to 7pm daily

Specialist Mental Health Services at Hillmorton campus & The Princess Margaret Hospital site

- Visiting in most areas is 10am – 8pm daily.
- Please note, some units require prior contact. Please [refer to the specific page for the unit](#) you wish to visit and check with the Charge Nurse Manager.

Ashburton Hospital

- Visiting is from 11am to 7pm daily

Oxford Hospital, Darfield Hospital, Ellesmere Hospital, Waikari Hospital

To ensure the safety of patients, all of whom are aged over 65 visits to the these facilities is by appointment.

- Please ring to arrange a time for your visit
- Contact details for all visitors must be provided; use of the NZ Covid Tracer App and QR Code Posters is recommended
- A COVID-19 risk assessment of visitors will be completed before entering the facility to determine appropriate infection prevention and control (IPC) approach.
- All Visitors must follow hand hygiene and appropriate use of PPE as required based on risk assessment.
- Visit to occur with social distancing from other residents
- There may be a separate entrance for visitors, please check with staff.

- If you have a cough or are feeling unwell, please do not visit

Kaikoura Health Te Ha o te Ora

Visiting residents in our rest home

- Visiting hours are from 10am to 12 noon and 3pm to 8pm
- There are no restrictions, however we do ask that you continue to enter via the door from the deck, ringing the doorbell to get the attention of staff.
- We ask that you sign in and out in our Visitors book for each visit.
- Please do not visit if you are unwell as this puts our vulnerable elderly patients at risk.

Visiting residents in the Acute Ward

- Visiting hours are from 10am to 12 noon and 3pm to 8pm
- There are no restrictions on visiting patients in the ward but as with Rest Home residents please do not come to visit a patient if you are unwell.
- The limit of one support person in the Resus room remains.
- Please continue to report to reception and to sign in in our visitors book. This will assist us with contact tracing if needed.

RELEASED UNDER THE OFFICIAL INFORMATION ACT