

## What is the difference between Social Visitors and Designated Support Persons (DSPs)?

	DSPs	Social Visitors
Must pass self screening	Yes	Yes
Allowed to enter when feeling unwell	Unless there is a need for an exception, we ask all DSPs to <b>NOT</b> enter if they are feeling unwell. DSPs requiring an exception should speak to the nurse manager.	We ask all Social Visitors to <b>NOT</b> enter if they are feeling unwell.
Role in patient care	Active partner-in-care and an essential member of the health care team	Not considered an essential member of the health care team
Support Provided	DSPs are active partners in care and can provide additional support to the patient. This support can include physical or emotional care and can be very specific to the patient's needs. DSPs also can provide key patient information and assist with decision making.	Social visitors are not essential and are not involved in supporting the patient by assisting with emotional or physical support, patient care, and decision making
Visiting Hours	No restrictions – DSP presence is decided in collaboration between health care staff and DSPs and are flexible to meet patients' needs	Social visitors are restricted to social visiting hours – which are from 2-8 pm daily in most facilities
Age	Must be 18 years or older	May be any age. Children 12 and under must be supervised at all times by an adult who is not the patient or a staff member. Children ages 2 or above must wear a medical-grade facial mask when required by policy.
Physical Distancing	DSPs do not need to practice physical distancing <i>with the patient they are supporting</i>	Must adhere to physical distancing from the patient they are visiting and all others in the facility
Number allowed to visit at one time	Please see Horizon's current DSP and <a href="#">visitor guidelines</a> for the number allowed to be with a patient at one time.	Please see Horizon's current DSP and <a href="#">visitor guidelines</a> for the number allowed to be with a patient at one time.
Education Required	Yes. Education is required.  Horizon staff can assist you with the required online education. Please call <b>1-833-625-1653</b> or email <a href="mailto:DSP-PSD@horizonnb.ca">DSP-PSD@horizonnb.ca</a> to make an appointment to receive assistance at a hospital location.	Formal education is <b>NOT</b> required.

<p>IPC Measures – practicing hand hygiene, limiting visitation to one patient, using the public washroom, eating and drinking only in designated locations, and wearing a mask when required.</p>	<p>Required</p>	<p>Required</p>
<p>Permission to visit patient care units experiencing a respiratory virus outbreak</p>	<p>Yes. DSPs are allowed on patient care units experiencing a respiratory virus outbreak.</p> <p>The number of DSPs could be decreased due to the increased risk to patients, and staff. Additional measures including wearing additional personal protective equipment may be required. DSPs are to speak to the health care staff regarding these additional measures.</p> <p>Virtual partnerships in care with the DSPs will also be supported so they can actively participate with the care team. This participation may occur through virtual means such as phone, video conference or email and should be considered a short term or interim measure.</p>	<p>No. Social visitors are <b>NOT</b> allowed on patient care units experiencing a respiratory virus outbreak.</p> <p>Horizon’s website will be updated to advise the public of any units experiencing a respiratory virus outbreak.</p> <p>Horizon offers technology to social visitors to allow them to communicate with patients, including the email <a href="#">Well Wishes Program</a>.</p>
<p>Registration Required Before Arrival</p>	<p>Yes</p> <p>After completing the mandatory online education, the DSP will call the DSP toll free number (1-833-625-1653), email DSP-PSD@horizonnb.ca, or speak to a health care worker to register. When a person is registering as a DSP, they will provide the following information:</p> <ul style="list-style-type: none"> <li>• Confirmation they have completed the online education</li> <li>• Their full name and contact number</li> <li>• The patient’s full name</li> <li>• The patient’s location (i.e., hospital <b>AND</b> health care unit)</li> <li>• A description of how they wish to support the patient</li> </ul>	<p>No</p>