

What is the difference between a social visitor (SV) and a Designated Support Persons (DSP)?

| | DSP | Social Visitor |
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| Patient eligibility | Any patient who requires emotional or physical support, help with their care or assistance with decision making is eligible to have a DSP. Not all patients require additional support. If you feel your loved one is eligible to have a DSP, please speak to the patient's nurse manager. | No eligibility criteria. |
| Role in patient care | Active partner-in-care and an essential member of the health care team. | Not an active partner in--care and not considered an essential member to 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 assistance and can be very specific to the patient's needs. DSPs also can provide key patient information and assist with decision making. | A social visitor is not involved in supporting the patient or assisting with emotional or physical support, patient care or decision making. |
| Visiting hours | No restrictions. Visiting hours are flexible to meet patient needs and are decided in collaboration with the health care staff. | Restricted to social visiting hours – 2 to 8 p.m. daily. |
| Age | 18 years or older | Over 12 years of age. Children between 12 and 16 years of age must be accompanied by an adult. |
| Physical distancing | Physical distancing with patient is not required. | Must adhere to physical distancing (maintaining a 6-foot distance from the patient). |
| Number allowed to visit at one time | TWO at a time. This may be two DSPs OR two social visitors OR one DSP and one social visitor. | TWO at a time. This may be two designated support persons (DSP) OR two social visitors OR one DSP and one social visitor. |

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| | The overall number of DSPs permitted and number of DSPs who can be present at one time varies depending on the patient's condition and the COVID-19 activity levels within the hospital and community. Please see Horizon's current DSP and visitor guidelines for the number of allowable DSPs. | The overall number of social visitors who can be present at one time varies depending on the patient's condition and the COVID-19 activity levels within the hospital and community. Please see Horizon's current DSP and visitor guidelines for the number of allowable social visitors. |
| Education | Online education is required. Horizon staff will assist you with required education. Please call 1-833-625-1653 or email DSP-PSD@horizonnb.ca for assistance and to make an appointment. | Formal education is not required. Social visitors must abide by all Infection Prevention and Control (IPC) guidelines, such as wearing a medical grade face mask, maintaining physical distancing from patients and staff, and sanitizing their hands. |
| IPC measures | Must wear a mask, practice hand hygiene, limit visitation to one patient, use the public washroom, and eat and drink in designated locations. | Must wear a mask, practice hand hygiene, limit visitation to one patient, use the public washroom, and eat and drink in designated locations. |
| Support plan | A support (visitation) plan outlines support details that will include confirmation of required education, hours and frequency of visits, and care/support that can be provided to the patient. The plan will be based on the patient's individual needs and developed in collaboration with the health care team, patient/substitute decision maker and the DSP. | Not required. |
| Permitted to visit patient care units experiencing an exposure or outbreak of COVID-19 | Yes. DSPs may be permitted when patient care units are experiencing an exposure or outbreak of COVID-19. The number of DSPs could be decreased due to the increased risk to patients, and staff. Additional | No. Social visitors are not permitted on patient care units experiencing an exposure or outbreak of COVID-19 |

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| | <p>measures including wearing additional personal protective equipment and regular COVID-19 testing is required. In these circumstances 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> | |
| Approval required from Nurse Manager or designate to visit | Yes | No |
| Screening | <p>DSPs are required to pass screening. Active screening of patients, DSPs and social visitors will take place before entering a Horizon facility. A screener will greet you and ask you a series of COVID-19 related questions, including questions about COVID-19 symptoms and recent international travel. Screeners and the questions are in place to help protect patients, staff, DSPs and social visitors. Do your part to help keep our health care facilities safe by answering questions honestly and respectfully. If you are not feeling well, please do not visit the hospital.</p> | <p>Social visitors are required to pass screening. Active screening of patients, DSPs and social visitors will take place before entering a Horizon facility. A screener will greet you and ask you a series of COVID-19 related questions, including questions about COVID-19 symptoms and recent international travel. Screeners and the questions are in place to help protect patients, staff, DSPs and social visitors. Do your part to help keep our health care facilities safe by answering questions honestly and respectfully. If you are not feeling well, please do not visit the hospital.</p> |
| Proof of immunization | Not required | Not required |