

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

	DSP	Social Visitor
Patient Eligibility	Any patient who requires emotional or physical support, help with their care or assistance with decision making may request a DSP. Not all patients require additional support. If you feel your loved one would benefit from 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 essential and 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 decided in collaboration with the health care staff and are flexible to meet patient needs	Restricted to social visiting hours – from 2-8pm daily
Age	18 years or older	Any age. Children 12 and under must be supervised at all times by an adult who is not the patient or a caregiver. Children ages 2 or above must wear a mask at all times.
Physical Distancing	Do not need to practice physical distancing with the patient they are supporting	Must adhere to physical distancing (maintaining a 6-foot distance from the patient) they are visiting
Number allowed to visit at one time	TWO at a time. This may be two DSPs OR two social	TWO at a time. This may be two designated support

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	<p>visitors OR one DSP and one social visitor.</p> <p>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.</p>	<p>persons (DSP) OR two social visitors OR one DSP and one social visitor.</p> <p>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.</p>
Education	<p>Online education is required.</p> <p>Horizon staff will assist you with required education.</p> <p>Please call 1-833-625-1653 or email DSP-PSD@horizonnb.ca for assistance and to make an appointment.</p>	<p>Formal education is not required. Social visitors must abide by all Infection prevention and Control guidelines such as wearing a medical grade face mask, maintain physical distancing from patients and staff, and sanitize their hands.</p>
IPC Measures – Wearing a mask, practicing hand hygiene, limiting visitation to one patient, using the public washroom, and eating and drinking in designated locations	Required	Required
Support Plan	<p>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.</p>	Not Required

	DSP	Social Visitor
Permission to visit patient care units experiencing an exposure or outbreak of COVID-19	<p>Yes, DSPs can 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 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>	Social visitors are not permitted on patient care units experiencing an exposure or outbreak of COVID-19
Approval required from Nurse Manager or Designate to visit	Yes	No
Pass Screening – no symptoms of COVID-19	Yes	Yes