

## Use technology when possible to connect with a loved one.

Technologies like Zoom or Facetime can be safe and effective ways for ECPs to provide cognitive and emotional support to their loved one. ECPs should talk to the care team about setting up a virtual visit.



## How can I make visits as safe as possible?

1. Let the care team know you are an Essential Care Partner for your loved one and how you support them.
2. Ask questions about care and discharge planning.
3. Review caregiver training and resources, including infection prevention.

## What are the steps to becoming an ECP?

1. The patient or Substitute Decision Maker (SDM) chooses one to two people as their ECP.
2. The healthcare team/clerk and unit manager registers the person(s) as an ECP
3. The ECP is offered online training on IPAC practices. If there are barriers to completing the online training, ECPs can access printed material or receive direct teaching from IPAC staff.
4. The ECP agrees to follow IPAC practices and unit-specific policies. These can include physical distancing, hand washing, and wearing masks. Healthcare staff must observe the ECP to ensure they are using personal protective equipment effectively.

*Thank you for helping us keep everyone safe.*

## Contact Information

Renfrew Victoria Hospital  
613-432-4851  
Fax: 613-433-7291  
[www.renfrewhosp.com](http://www.renfrewhosp.com)

## Address

Renfrew Victoria Hospital  
499 Raglan Street North  
Renfrew, Ontario  
K7V 1P6



# Essential Care Partner Program



*Essential Care Partners are an important part of the team.*

## Who is an Essential Care Partner?

An Essential Care Partner (ECP) is a support person whose presence is considered essential to the safety and well-being of a patient while they are in the hospital. Most often, they are family or close friends of the patient who typically know the patient's health history, lifestyle and personal values.



## How is an ECP different from a visitor?

Visitors are people who come to the hospital to have a social visit with a patient.

An ECP is chosen by the patient or their Substitute Decision Maker (SDM). An ECP provides essential care and support to the patient while they are in the hospital.

## What does an ECP do?

There are many ways an ECP can help their loved one. Some examples could include:

- helping them eat, move around, bathe
- helping them communicate with staff
- providing emotional and cognitive support
- advocating for them and supporting their decision making
- being part of planning their care while in the hospital and once they are discharged

## Is an ECP permitted in all cases?

As much as possible, every patient who wants an ECP should have access to one. However, there are certain instances and areas where ECPs may not be permitted for safety reasons.



## As a patient, how can I request an ECP?

Patients can tell their healthcare team who they choose as ECP before or after coming to the hospital. Please let your healthcare team know your choice, and they can tell you the next steps.



## Is there special training?

Yes, training is available for ECPs to learn about infection prevention. IPAC training can be accessed at: <https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals>. If you need assistance, contact Roxanne at 613-432-4851 ext. 227.

Please ask your healthcare team for more information, or search Essential Care Partner at [www.renfrewhosp.com](http://www.renfrewhosp.com)