

**eTABLE 1** Sampling frame of number of ICUs or hospitals with adult ICUs

Province	Number of Health Regions	Names of Health Regions	Hospitals with ICUs or ICU beds	preCOVID	midCOVID	lateCOVID
Alberta	1	Alberta Health Services	19	✓	✓	✓
British Columbia	5	Fraser Health	40	✓	✓	✓
		Interior Health		✓	✓	✓
		Island Health		✓	✓	✓
		Northern Health		✗	✗	✗
		Vancouver Coastal Health		✓	✓	✓
Manitoba	5	Interlake-Eastern Regional Health Authority	10	✓	✓	✓
		Northern Health Region		✓	✓	✓
		Prairie Mountain Health		✓	✓	✓
		Southern Health		✓	✗	✓
		Winnipeg Regional Health Authority		✓	✓	✓
New Brunswick	2	Vitalité Health Network	9	✓	✓	✓
		Horizon Health Network		✓	✓	✓
Newfoundland and Labrador	4	Central Health	14	✓	✓	✓
		Eastern Health		✓	✓	✓

		Labrador– Grenfell Health		✓	✓	✓
		Western Health		✓	✓	✓
Northwest Territories/Nunavut/Yuk on Territories	3	Yukon Hospitals	3	✓	✓	✓
		Department of Health (Nunavut)		✓	✓	✓
		Health and Social Services (NWT)		✓	✓	✓
Nova Scotia	1	Nova Scotia Health	14	✓	✓	✓
Ontario	14	Northwest	82	✓	✓	✓
		Central East		✓	✓	✓
		Central Local		✓	✓	✓
		Central West		✓	✓	✓
		Champlain		✓	✓	✓
		Erie St. Clair		✓	✓	✓
		Hamilton		✓	✓	✓
		Niagara				
		Haldimand				
		Mississauga		✓	✓	✓
		Halton				
		North East		✓	✓	✓
		North Simcoe		✓	✓	✓
		Muskoka				
		South East		✓	✓	✓
		South West		✓	✓	✓
		Toronto		✓	✓	✓
		Central				
		Waterloo		✓	✓	✓
		Wellington				
Prince Edward Island	1	Health PEI	2	✓	✓	✓
Quebec	18	Bas-Saint- Laurent	32	✓	✓	✓
		Saguenay- Lac-Saint-Jean		✓	✓	✓
		Capitale- Nationale		✓	✓	✓
		Mauricie-et- Centre-du- Québec		✓	✓	✓

		Estrie		✓	✓	✓
		Montréal		✓	✓	✓
		Outaouais		✓	✓	✓
		Abitibi- Témiscamingu		✓	✓	✓
		Côte-Nord		✓	✓	✓
		Nord-du- Québec		✓	✓	✓
		Gaspésie–Îles- de-la- Madeleine		✓	✓	✓
		Chaudière- Appalaches		✓	✓	✓
		Laval		✓	✓	✓
		Lanaudière		✓	✓	✓
		Laurentides		✓	✓	✓
		Montérégie		✓	✓	✓
		Nunavik		✓	✓	✓
		Terres-Cries- de-la-Baie- James		✓	✓	✓
Saskatchewan	1	Saskatoon Health Authority	5	✓	✓	✓
Total	55		230			

lateCOVID = June 1–30, 2020; midCOVID = May 5–7, 2020; preCOVID = before the COVID-19 pandemic.

eTABLE 2 Characteristics of public facing visitation policies across Canada during different time points before (preCOVID) and during COVID-19 (midCOVID/lateCOVID)

preCOVID <i>N</i> = 112									
	Alberta <i>n</i> = 2	British Columbia <i>n</i> = 8	Manitoba <i>n</i> = 5	Maritimes <i>n</i> = 9	Newfoundland and Labrador <i>n</i> = 5	Ontario <i>n</i> = 41	Quebec <i>n</i> = 31	Saskatchewan <i>n</i> = 7	Territories <i>n</i> = 4
Type of public-facing document									
Brochure	1	1	1	0	0	0	2	2	0
Other*	1	0	1	3	2	2	1	1	0
Policy	1	3	0	2	0	3	0	1	0
Poster	0	0	0	1	0	0	0	0	0
Webpage	1	4	3	3	3	36	28	3	4
Policy maker									
Hospital/ hospital alliance			1	8		39	25	1	3
Health region	1	7	1	1	3		6	4	
Provincial or territorial government									
Hospital & health region		1	2		2				1
Other	1 (PFCC committee)					1			
NR						1			

midCOVID									
<i>N = 89</i>									
	Alberta <i>n = 3</i>	British Columbia <i>n = 6</i>	Manitoba <i>n = 5</i>	Maritimes <i>n = 5</i>	Newfoundland and Labrador <i>n = 6</i>	Ontario <i>n = 57</i>	Quebec <i>n = 2</i>	Saskatchewan <i>n = 1</i>	Territories <i>n = 4</i>
Type of public-facing document									
Brochure	0	0	0	0	0	2	0	0	0
News bulletin	0	3	0	0	0	8	0	1	2
Other*	0	0	2	0	1	4	0	0	0
Policy	1	0	0	0	0	2	0	0	0
Poster	1	0	0	0	0	1	0	0	0
Webpage	1	3	3	5	5	40	2	0	2
Policy maker									
Hospital/ hospital alliance	0	0	1	0	0	52	0	0	0
Health region	3	1	4	4	6	0	2	1	0
Provincial/ territorial government	0	0	0	0	0	0	0	0	3
Hospital & government	0	0	0	0	0	1	0	0	0
Health region & government	0	5	0	0	0	1	0	0	0
Other	0	0	0	0	0	0	0	0	1
NR	0	0	0	1	0	3	0	0	0

lateCOVID N = 111									
	Alberta n = 5	British Columbia n = 11	Manitoba n = 10	Maritimes n = 8	Newfoundland and Labrador n = 7	Ontario n = 53	Quebec n = 9	Saskatchewan n = 3	Territories (n = 5)
Type of public-facing document									
Brochure	0	0	0	0	0	1	0	0	0
News bulletin	0	2	0	0	0	7	0	0	1
Other*	2	3	7	1	2	1	1	1	0
Policy	1	2	0	1	0	5	1	0	2
Poster	1	0	2	0	0	1	1	0	0
Webpage	1	4	1	6	5	38	6	2	2
Policy maker									
Hospital/hospital alliance	0	0	1	0	0	48	1	0	0
Health region	5	6	7	8	7	0	8	3	0
Provincial/territorial government	0	0	0	0	0	1	0	0	2
Hospital & government	0	0	0	0	0	3	0	0	1
Health region & government	0	5	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	2
NR	0	0	0	0	0	1	0	0	0

lateCOVID = June 1–30, 2020; midCOVID = May 5–7, 2020; preCOVID = before the COVID-19 pandemic.

eTABLE 3 Policies reporting on limits on visits to Canadian, adult ICUs before (preCOVID) and during (midCOVID/lateCOVID) the first wave of the COVID-19 pandemic

preCOVID <i>N = 101</i>									
	Alberta <i>n = 2</i>	British Columbia <i>n = 7</i>	Manitoba <i>n = 5</i>	Maritimes <i>n = 7</i>	Newfoundland and Labrador <i>n = 4</i>	Ontario <i>n = 41</i>	Quebec <i>n = 25</i>	Saskatchewan <i>n = 7</i>	Territories <i>n = 3</i>
Visitation Restriction, n (%)									
Open (24 hr)	2 (100%)	6 (86%)	4 (80%)	5 (71%)	2 (50%)	27 (66%)	14 (56%)	6 (86%)	1 (33%)
Open with exceptions*	-	1 (14%)	1 (20%)	1 (14%)	1 (25%)	6 (15%)	1 (4%)	1 (14%)	-
Limited hours or duration	-	-	-	1 (14%)	1 (25%)	8 (20%)	8 (32%)		2 (67%)
Not reported	-	-	-	-	-	-	2 (8%)	-	-

midCOVID <i>N = 71</i>									
	Alberta <i>n = 1</i>	British Columbia <i>n = 6</i>	Manitoba <i>n = 3</i>	Maritimes <i>n = 4</i>	Newfoundland and Labrador <i>n = 4</i>	Ontario <i>n = 48</i>	Quebec <i>n = 1</i>	Saskatchewan <i>n = 1</i>	Territories <i>n = 3</i>
Visitation Restriction, n (%)									
No visitors	-	-	-	-	-	1 (2%)	-	-	-
No visitors, with exceptions [#]	-	6 (100%)	3 (43%)	2 (40%)	3 (75%)	43 (90%)	1 (100%)	1 (100%)	2 (66%)
Case by case	-	-	-	-	-	3 (6%)	-	-	-

Limited number of visitors	1 (100%)	-	-	2 (40%)	1 (25%)	-	-	-	1 (33%)
Not reported	-	-	-	-		1 (2%)	-	-	

lateCOVID N = 85									
	Alberta n = 2	British Columbia n = 6	Manitoba n = 5	Maritimes n = 4	Newfoundland and Labrador n = 4	Ontario n = 52	Quebec n = 8	Saskatchewan n = 1	Territories n = 3
Visitation Restriction, n (%)									
No visitors	-	-	-	-	-	2 (4)	-	-	-
No visitors, with exceptions or essential visits only*#	-	6 (100%)	2 (40%)	1 (25%)	1 (25%)	46 (88%)	6 (75%)	1 (100%)	2 (67%)
Case by case	-	-	1 (20%)	-	-	1 (2%)	-	-	-
Designated visitors only	2 (100%)	-	-	3 (75%)	1 (25%)	-	-	-	-
Limited number of visitors	-	-	2 (40%)	-	1 (25%)	1 (2%)	1 (12%)	-	1 (33%)
Not reported	-	-	-	-	1 (25%)	2 (4%)	1 (12%)	-	-

Time points: preCOVID, before COVID-19 pandemic; midCOVID, after Public Health Agency of Canada published recommendations (May 5–7, 2020); lateCOVID, restrictions being lifted (June 1–31, 2020).

Maritimes include Newfoundland, Nova Scotia, and Prince Edward Island.

*Exceptions included patient condition, during procedures, discretion of care team, during rounds or during handover.

#Essential visits included end of life or compassionate care, critical illness, patients requiring assistance, case-by-case basis, etc.

eTABLE 4 Exemplary quotations from themes and subthemes found in Canadian hospital visitation policies

Overarching Theme	PreCOVID	MidCOVID/lateCOVID
Reasons for visitor restrictions		
Conserve and redeploy resources	-	“This also allows us to conserve and redeploy our resources in anticipation of increasing demand related to the pandemic.” -Nova Scotia (midCOVID)
Discretion of the healthcare team	“A patient, family or healthcare team may decide to restrict visitors. For example, hospital staff may ask visitors to leave or limit the number of visitors in a room. Please respect that this measure is taken to protect the patient’s best interests.” -Manitoba	“The clinical care team will discuss visiting protocols with the support person/designated visitors, and advise the number of visitors permitted, as determined by the clinical status of the patient/resident.” -Newfoundland (lateCOVID)
During handover	“If you arrive between the hours of 7:00 a.m.–8:00 a.m. and 7:00 p.m.–8:00 p.m. our nurses may not be able to speak with you right away. During these times our staff will be busy giving a handover report to their colleague who will be taking over the care of your family member for the next shift.” -Ontario	-
Prevent the spread of infection	“The visit schedule and the number of visitors may vary depending on the state of health of the user and special circumstances (pandemic, outbreak of gastroenteritis, etc.).” -Quebec	“To support the Provincial Health Officer’s directions for physical distancing, and to protect Island Health patients, staff and visitors from the transmission of COVID-19” -British Columbia (midCOVID) “All other visitor presence is suspended at this time while we work to prevent the spread of COVID-19.” -Ontario (lateCOVID)
Privacy	“The patient care team may be required to interrupt family presence to protect the privacy rights of other patients or to maintain safety, security or clinical requirements.”	-

	-PEI	
Protect the public and hospital occupants	<p>“For the safety and well-being of everyone in the hospital, there are some general guidelines that we ask you to follow”</p> <p>-Ontario</p>	<p>“Visitor restrictions are put in place to reduce the risk of spreading infectious diseases which are common in health-care facilities. They are designed to help keep patients, residents, families, staff and visitors healthy and safe.”</p> <p>-Labrador (midCOVID)</p>
Exceptions to visitation policy		
COVID-19 positive patients	NA	<p>“Due to the extremely high risk to visitors, patients and staff, visiting will be prohibited for all COVID-19 patients, including both confirmed and suspected cases.”</p> <p>-Ontario (midCOVID)</p>
End of life, MAID, compassionate care, critically ill patient	<p>“Requests to visit outside of the regular visiting hours will be granted, on an individual basis, for compassionate reasons. Please check with the nurse.”</p> <p>-Ontario</p>	<p>“Compassionate Grounds: Situations with exceptional circumstances that are faced by patients, and where application of this policy would be considered excessive, given humanitarian reasons.”</p> <p>-Yukon Territories</p> <p>“Examples of essential visits include, but are not limited to: Visits for compassionate care, including critical illness, palliative care, hospice care, end of life, and Medical Assistance in Dying.”</p> <p>-British Columbia (lateCOVID)</p>
Patients requiring assistance	-	<p>“Visits paramount to the patient or client’s physical care and mental well-being, including: Assistance with feeding, mobility and personal care; Communication assistance for persons with hearing, visual, speech, cognitive, intellectual or memory impairments; Assistance by designated representatives for persons with disabilities, including provision of emotional support”</p> <p>-British Columbia (lateCOVID)</p>
Case-by-case	-	“Process for Visitor Exemptions:

		<p>Manager or discharge planner may discuss with Chief Operating Officer (COO) in advance a visitor exemption* (not always possible to complete in advance). Manager or discharge planner to email following details to COO or designate: Name of visitor Patient's relationship with visitor Unit the patient is admitted Date(s) visitation is needed (can be indefinite) Reason visitation is required. Letter is prepared by administrative assistant or designates (based on information provided in #2), printed and sent to COO for approval. Once approved, the letter can be scanned for facility records; the original is given to the Manager (often by email and hard copy). A copy of the letter can be provided to the visitor to be presented to screeners. This ensures ease of visitation approval after appropriate screening has taken place. If Manager is unavailable and staff requires guidance with visitor exemption, the same request process would be forwarded to the Senior Manager on call for review and approval.</p> <p>If visitor presents to screener requesting visitation to an area listed in the visitor exemption list. The screener will notify their supervisor who will then follow the process for visitor exemption above.” -Northwest Territories (lateCOVID)</p>
Visitation policies and expectations		
Hand hygiene	“Clean your hands before and after visiting your family member. This is essential to prevent the spread of	“Perform hand hygiene (hand washing and/or use of hand sanitizer) when entering and

	<p>infection. Alcohol-based hand sanitizers are available throughout the hospital.”</p> <p>-British Columbia</p>	<p>leaving the facility and when entering and leaving the patient’s room.”</p> <p>-Alberta (midCOVID)</p> <p>“Approved visitors will be required to wash their hands, wear a face mask and pass the screening tool prior to entry.”</p> <p>-Ontario (midCOVID)</p>
Limit visitor movement	-	<p>“Only the D-wing entrance is available for patients and essential visitors cleared to enter Mackenzie Richmond Hill Hospital. All other entrances of the hospital will be closed to the public.”</p> <p>-Ontario (midCOVID)</p> <p>“...must be escorted at all times, by the staff of the health care facility, except when with the patient in their room.”</p> <p>-Alberta (midCOVID)</p> <p>“You must go directly to the patient/resident you are visiting and exit the facility directly after your visit. “</p> <p>-British Columbia (lateCOVID)</p>
Personal protective equipment	<p>“If the patient is in isolation, protective apparel is required before entering the room and should be removed as you leave the patient room. Please check with the nursing staff for instructions on required protective apparel.”</p> <p>-Ontario</p>	<p>“Homemade masks are not permitted in the hospitals. Patients or excepted visitors arriving with homemade masks will be asked to remove them and be provided with a surgical mask to wear in the hospital.”</p> <p>-Ontario (midCOVID)</p> <p>“All support persons/designated visitors will be provided a mask and are required to wear the mask for the duration of their visit.”</p> <p>-Labrador (lateCOVID)</p>
Usage of physical space	<p>“Lounges and waiting areas are provided for patients and visitors at various locations throughout [hospital name]. Ask your nurse to</p>	<p>“Physical distancing (two metres/six feet) is required in the waiting areas and all common spaces throughout the hospital.”</p>

	<p>assist you or your family in locating the lounge closest to the unit you are visiting. Complimentary television is provided in most lounges and waiting areas.”</p> <p>-Manitoba</p>	<p>-Newfoundland (midCOVID)</p> <p>“To support physical distancing, patients and their families must designate only one visitor or support person to be the sole visitor for the duration of the COVID-19 pandemic. This visitor will be permitted entry only once per day.”</p> <p>-Ontario (midCOVID)</p> <p>“We are using environmental cues around the hospital to encourage physical distancing, including signage and roping off every other chair in waiting rooms and using tape on the floor to encourage distancing in line-ups.”</p> <p>-Ontario (lateCOVID)</p>
<p>Visitor screening</p>	<p>“Please stay at home if you have symptoms of a communicable disease including fever, cough, and runny nose (patients in Critical Care are most vulnerable, and even a cold can cause serious complications)”</p> <p>-Ontario</p>	<p>“We are screening members of the public at entry points to our facilities for signs of illness. To keep people safe from COVID-19, you will be asked a series of screening questions as you enter an Eastern Health facility.”</p> <p>-Newfoundland (midCOVID)</p> <p>“If you feel unwell (fever/chills/sweats, new cough or a cough that's getting worse, sore throat, runny nose/nasal congestion, headache or shortness of breath) or are waiting for results of COVID-19 test results, please do not visit.”</p> <p>-Nova Scotia (lateCOVID)</p> <p>“Every person entering will be screened for flu-like symptoms and personal travel history. Upon entry to these sites you will first be asked questions regarding your current health and any recent travel within and outside Canada. These screening procedures will apply to</p>

		<p>anyone seeking health care services, as well as visitors.” -Northwest Territories (lateCOVID)</p>
Patient and family-centered care		
<p>Alternative ways to engage a patient</p>	<p>“Unless otherwise specified, the hospitalized person can receive calls every day according to the unit's current rules.” -Quebec</p>	<p>“Staying connected to family can support health and healing. If you cannot visit your loved one in person, or if you want to visit with them more often, we suggest: talking on the phone (cell phone or tablets [e.g., iPad]) or using a video chat app (e.g., FaceTime, WhatsApp, and Facebook Messenger).” -British Columbia (midCOVID)</p> <p>“Thanks to a generous donation of 20 tablets from Fusion Homes, in partnership with CI Technologies, we have created the Virtual Visit Program at the Hospital. Information for families will be added to our internet site and each patient unit has specific information for the tablets. The patient areas of the hospital have received tablets for this program. Detailed instructions for patients can be found here. We are excited to launch the Virtual Visit Program!” -Ontario (midCOVID)</p> <p>“Virtual family visits are being offered to patients/residents and their loved ones as a Patient- and Family-Centred Care initiative during COVID-19. At the General site, virtual family visits are approximately 20 minutes long and can be booked in advance online. We are using Microsoft Teams and FaceTime to connect virtually.” -Ontario (lateCOVID)</p>

Resources for families	<p>“This pamphlet is to help you while your family member is in the Intensive Care Unit (ICU). Do not be afraid to speak up, ask questions, to express your concerns or to ask for help. Taking care of yourself is especially important at this time. It includes exploring what resources are available to you and asking for help if you feel you need it. The hospitals have patient and family support services available for you. These include social work and spiritual care chaplains.” -British Columbia</p>	<p>“Unsure whether your visit is considered essential? Call to speak with an Access Ambassador...” -British Columbia (midCOVID)</p> <p>“If there are concerns or questions about these guidelines, individuals may contact their health provider or Client Relations Office.” -Newfoundland (lateCOVID)</p> <p>“If you experience stress, anxiety or depression, you can consult the tool developed by the [healthcare region] which presents the possible manifestations of stress, anxiety and depression as well as ideas for taking care of yourself. • Fact sheet "Stress, anxiety and depression associated with COVID-19 coronavirus disease" • Self-care guide - COVID-19 "We also protect our mental health" leaflets” -Quebec (lateCOVID)</p>
Patient care and wellbeing	<p>“Personal Items - Some items may be brought from home such as copies of family pictures, unscented lotion, deodorant, shaving cream, a comb or a brush. You may also bring in some of your loved one’s favorite music, a music player and headphones. This can provide them with a source of comfort, relaxation and entertainment.” -Saskatchewan</p>	<p>“If essential items need to be dropped off for the patient, please arrange this in advance with the patient’s care team. How this is done will depend on the individual facility and the team caring for the patient” -British Columbia (midCOVID)</p> <p>“...will only be accepting patient care packages with essential items in them. Care packages can be dropped off with screeners at the hospital's main entrance and will be delivered to patients. Please see below for a list of essential items currently being accepted.” -Ontario (lateCOVID)</p>
Transparency		
End of life definitions	-	<p>“While it is difficult to be precise around when an individual is at end of life, this generally refers to</p>

		<p>the last 2 weeks of life, with consideration given to stage of illness, projection regarding timing of death, and trajectory of expected decline.</p> <ul style="list-style-type: none"> • The decision as to when an individual is reaching the end of their life needs to be supported by someone at a level removed from the direct care team (e.g. Site Command Post, site manager) but informed by the care team and the circumstances for any individual.” <p>-Alberta (midCOVID) “actively dying (within 48-72hrs)“ -Ontario (midCOVID) “End of life care Includes palliative care, hospice care or those who are at high risk for loss of life as determined with the patient, family, and care team. Examples may include but are not limited to; dramatic shift in functioning of patient; patient unlikely to leave hospital; score of 30% or less on the Palliative Performance Scale can be used as a general guideline when available but family presence should not be limited based on this guideline alone.”</p> <p>-Saskatchewan (lateCOVID) “For other patients, two family/caregivers may visit at a time when the most responsible physician (MRP) determines the patient is actively dying (within 48-72hrs)”</p> <p>-Ontario (midCOVID)</p>
Active COVID-19 cases at hospital	-	<p>“COVID-19 Cases at [hospital name] as of May 6 at 10 a.m. Number of positive COVID-19 patients being cared for in hospital: [number] Number of inpatients under investigation (awaiting test results) for COVID-19: [number]</p>

		<p>Total number of COVID-19 inpatients who have been discharged from the hospital: Total number of patients who have screened positive for COVID-19:[number]” -Ontario (midCOVID)</p>
Phased return to visitation	-	<p>Contents of table: “Phase 1: Number of Authorized Visitors/Support Persons: 5 Escalation Trigger: First Covid-19 case in the Yukon Phase 2: Number of Authorized Visitors/Support Persons: 2 Escalation Trigger: CMOH announces community spread and/or Additional risks are identified with increased access to the hospitals e.g. PPE shortages Number of Authorized Visitors/Support Persons: 0 Escalation Trigger: Critical Care Escalation Plan or Community Hospital Escalation Plan” -Yukon (lateCOVID)</p> <p>“We are welcoming Essential Care Partners to our hospitals in a phased approach to ensure the safety of our patients, staff and communities. These phases are not tied to the province’s staged re-opening phases, but are rather stages in which we will reintegrate Essential Care Partners as visitors in our organization.” -Ontario (lateCOVID)</p>

lateCOVID = June 1–30, 2020; midCOVID = May 5–7, 2020; NA = not available; PEI = Prince Edward Island; PPE = personal protective equipment; preCOVID = before the COVID-19 pandemic.