

VISITOR and MASKING POLICY

Effective Monday, April 13, 2026

ATTENTION HOSPITAL and EMERGENCY DEPT. VISITORS:

The safety of our patients, visitors and staff is our top priority. Therefore, visitors must provide government-issued ID's and have their photo taken to visit patients on all floors and units, including the Emergency Department.



Thank you for your patience and understanding.

****If you are feeling unwell, please refrain from visiting hospitalized patients to ensure the health and safety of all.**

Visiting Hours

All units: 6 a.m. - 8 p.m.

Eligible Visitor Ages

ALL Units: 12 years and older with the exception of Outpatient Services, Neonatal ICU and Labor/Delivery and Mother/Baby Units.

Food and Beverages

Visitors are allowed to bring food and drinks into a patient room. Please keep in mind diet and liquids are specifically ordered by clinicians to meet the patient's needs while in the hospital. Please do not offer food or liquids to patients without the express consent from the healthcare team as it may inadvertently disrupt the care plan.

Emergency Departments—New Lenox, Homer Glen

Emergency Department patients who do not test positive for COVID-19 are permitted **two visitors 12 years and older in the ER waiting room.** ***In special circumstances, more visitors may be allowed, e.g., if the patient is seriously ill or injured.* If the patient is admitted, the accompanying visitors will be directed to the main lobby by our Emergency Department staff to register as the inpatient visitor policy allows.

Procedural Services

Patients on the Procedural Care Unit may have **two designated visitors 12 years and older in the PCU waiting lounge.** These individuals must remain in the designated waiting area at all times. If the patient is admitted, the accompanying visitors will be directed to the main lobby by our PCU staff to register as the inpatient visitor policy allows.

Adult Inpatient Nursing Units

All non-COVID-19 Silver Cross inpatients are allowed **four visitors at a time ages 12 years and older.** **Visitors may switch out during the day, but only four visitors are permitted in the room at any given time.**

COVID-19 Inpatient Visiting

All COVID-19 Silver Cross inpatients are allowed **one visitor in the room at a time.** **The visitor must be 18 years and older who screens negative for COVID-19, is asymptomatic and is masked at all times.**

Intensive Care Unit (ICU) and Cardiovascular Unit (CVU)

In our Critical Care areas, all non-COVID patients are allowed **two to four visitors at a time ages 12 years and older.** *The number of visitors will be dependent on the patient condition and nurse discretion.* **Visitors are allowed to bring in a covered beverage. No food is allowed at the bedside.**

Labor & Delivery/Mother-Baby Units

- Visitation is permitted at all times for Labor and Delivery.
- Visitation for our Mother-Baby Unit follows normal visiting hours with **one** support person allowed to stay overnight.
- When a patient does not require isolation precautions, healthy siblings of any age may visit during regular visiting hours.
- Siblings must remain in the patient's room at all times.
- **Visitors who are NOT siblings of the baby must be age 12 years and older.**

** While there is no limit to the number of visitors allowed in a patient's room on the Mother-Baby Unit, the number of visitors, as well as hours of visitation, may need to be amended for various reasons through consensus reached between the nurse manager, charge nurse and physician to meet the individualized emotional, psychological, safety and physical needs of each patient. **Patients are also allowed one Certified Doula.***

Pediatric Unit

Each pediatric patient is allowed **four visitors 12 years and older at a time.** **Visitors may switch out during the day, but only four visitors are permitted in the room at any given time. One parent may spend the night.**

Neonatal Intensive Care Unit (NICU)

- Open visiting is allowed for **BANDED** individuals of the baby; visitors are allowed as long as one banded individual is present.
- Two individuals are allowed at the bedside in addition to the baby's siblings.
- In special circumstances, other visitors will be allowed at the discretion of NICU leadership.
- Siblings ages 2 years and older are allowed to visit the NICU.
- Younger children may visit under the discretion of NICU leadership.

Sibling Visitation in the NICU

- Siblings 2 years of age and older may visit daily. Visit length may be limited according to the age and behavior of the sibling.
- Sibling visitation is limited to 2 siblings at a time at the bedside.
- A health history checklist must be completed prior to the sibling entering the NICU each time, and an oral temperature will be taken, with a maximum temperature of 99.5 degrees allowed.
- Parents must attest that current sibling immunization status is up to date prior to the first visit in the NICU.
- Only two individuals are allowed at the bedside. In special circumstances, other visitors will be allowed at the discretion of the director or other designee. In the instance that non-banded visitors are allowed at the bedside without a banded visitor, only general information will be given.
- Situations in the NICU can change unexpectedly. Sibling visitation time may need to be limited or rescheduled, based on the condition of the infant or other infants in the NICU.
- Siblings must be accompanied by a responsible adult at all times.

*Food may **not** be consumed in NICU patient rooms. We have a Family Room located in the NICU where families and visitors can eat snacks or meals.*

Outpatient Services and Testing

Outpatient Services patients may have **four designated visitors accompany them for a test.** The visitor(s) must remain in the designated waiting area at all times. **Children under the age of 14 years may not be left unattended at any time.**

VISITOR and MASKING POLICY

Proper Masking Technique

If you must wear a mask while visiting and you don't have one, a mask will be provided for you. Please wear it properly as shown in the illustration below.



RIGHT!



WRONG!



SILVER CROSS
HOSPITAL

The way you *should* be treated.