UPDATED VISITOR and MASKING POLICY

We have updated our Visitor and Masking Policy effective Monday, Nov. 2, 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.

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 **one visitor 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.
  - When a patient requires respiratory isolation precautions, siblings and visitors should be limited.
- 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)
At this time, due to increasing cases of respiratory illness in our community, we are restricting NICU visitation for individuals under 18 years.

All those who enter the NICU: If you are feeling unwell or have symptoms of illness, please postpone your visit until you are fully recovered. Thank you for helping us protect our most vulnerable patients.

Visitors who are **18 years or older** and in **good health are welcome with a banded person.** This policy helps us maintain a safe environment for our babies and families.

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.

Food may not be consumed in NICU patient rooms. We have a Family Room located in the NICU where 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.**

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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!

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