



# GUIDELINE FOR VISITORS

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# ***WELCOME TO THE RENFREW VICTORIA HOSPITAL!***

*Recent circumstances have forced us to review our Guidelines for Visitors. While continuing to support and respect family-centered care, it's important to balance the patients' need for visitors and the health care team's role in providing timely treatments and procedures. Keeping this in mind, the Renfrew Victoria Hospital established the following guidelines for visitors:*

## **Visiting Hours**

Regular visiting hours are from 14:00 to 20:30 hours (2:00 p.m. to 8:30 p.m.) daily. Patients may receive up to two (2) visitors at a time during this time period.



Exceptions to these hours are made for special, compassionate circumstances or for patient care support requirements. You may wish to discuss this with the staff that are taking care of the patient you are visiting.

Visiting guidelines may be different on some hospital units. Please check the back of this brochure for specific visitor information. If under special circumstances, you are visiting after 21:00 hours (9:00 p.m.), you must sign in and out at Switchboard.

## **Allergy Alert**

Some of our patients and staff are severely allergic to latex; others are allergic to scented body products (i.e. cologne, lotions, etc.). For their health and safety, please refrain from bringing latex balloons to the hospital, and from wearing scented body products when visiting the hospital.



## Outpatients

Outpatients may have one (1) visitor accompany them to and from appointments.

## Clergy

Clergy who have an ID badge may visit at anytime.



## Children

Children under the age of 10 are discouraged from visiting and must be accompanied by an adult at all times.

*Visitation is not permitted if the child has any of the following:*

- Fever
- Rash
- Upper respiratory tract infection (sore throat, coughing, sneezing, running nose)
- Nausea, vomiting, or diarrhea
- A history of recent contact with someone who has a contagious disease
- Unvaccinated children who have not yet had chicken pox and who have been exposed to chickenpox are not allowed to visit for a period of 3 weeks post-exposure



## Self-Screening

If you are sick, please do not visit a patient in the hospital. Patients can be placed at great risk if germs are brought in and spread in the hospital. Therefore, if you have a fever, cough, vomiting, runny nose, sore throat, diarrhea or a new rash or are otherwise unwell (or ill), you should stay at home or see your doctor.



## Mask

If you are at the hospital as a patient and you have a cough, please ask for a mask. Wearing a mask when you have a cough or fever will help to protect others from getting sick.



## Hand Washing – Our Best Defense!

Washing your hands with soap or using the hand gel located at entrances/exits in the hospital and outside patient rooms, is the best way of limiting the spread of germs, even if you are feeling well. So, please wash your hands.



## Permanent Guidelines

The Renfrew Victoria Hospital relies on feedback from patients, their families and healthcare professionals to develop ongoing revisions. We respect and support the important role that visitation plays in a patient's recovery. However, this must be balanced with our need for effective infection control measures, and the need to ensure that the healthcare team has the time it requires to best look after our patients.



# GUIDELINES FOR DEPARTMENTS

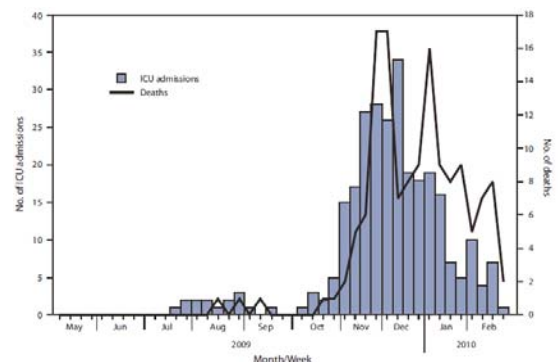
## *Obstetrical Unit*

- Maximum of two (2) visitors at any time with the following limits:
  - During the pre-delivery time (during labour and delivery), limited to a partner and a support person.
  - In post-partum period, maximum of two (2) visitors per patient will still apply, but will include immediate family members only, i.e. partner of mother, grandparents of newborn, and siblings of the newborn. They may hold the baby after appropriate hand washing.
  - Partners may visit at any time, but if it is after normal posted visiting hours, they shall report to the switchboard first, to notify them that they are visiting and also when they leave.



## *Special Care Unit*

- Visiting hours are 14:30 to 16:30 hours (2:30 p.m. to 4:30 p.m.) and 18:30 to 20:30 hours (6:30 p.m. to 8:30 p.m.).
- Visiting is restricted to immediate family only, i.e. spouse, parents, son, daughter, brother, and sister.
- Maximum number of two (2) visitors at any one time and no children under the age of 10 years with the exception of the patient's own children.
- Maximum number of visitors in a 24-hour period will be a total of four (4) visitors per patient.
- Visits shall be kept to a maximum of 10 minutes.



## ***Palliative Patients***

- Two (2) visitors at a time, although some flexibility will be applied in extraordinary circumstances, such as when a patient is very close to death.
- The visiting hours and length of visit will then be unlimited.
- The physician must designate a palliative patient as “palliative” with a written order in the patient’s chart.



## ***Emergency, Outpatients, Diagnostic Imaging, Physiotherapy, Speech Therapy, Oncology or Dialysis Departments:***

- One (1) visitor will be allowed to accompany the patient to their appointment.
- Parents are encouraged to make off-site care arrangements for siblings of children in Speech Therapy.

## ***Infectious or Isolated Patients:***

- All visitors are required to sign in and provide their name and telephone number.
- All visitors are required to follow the isolation techniques set out for the patient they are visiting and follow hand-washing procedures.
- For many infections, visitors will be expected to wear a gown and mask.
- Only one (1) visitor at one time and a maximum of two (2) visitors per day.
- It is the patient’s decision to designate who these visitors will be.
- A minimum age of 16 years will apply to isolated or infectious patients.



*Thank you for your support and cooperation!*



***RENFREW VICTORIA HOSPITAL***  
***499 RAGLAN STREET, NORTH***  
***RENFREW, ON K7V 1P6***  
***613- 432-4851***

***[www.renfrewhosp.com](http://www.renfrewhosp.com)***