



# 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:*

## **Visitor and Family Presence**

RVH provides patient and family-centered care to all our patients. Family members of patients are an important part of the healthcare team and contribute to the caring and healing process.

RVH acknowledges that supports, in the form of visits from friends and family, are important to patients during their hospital stay and help to reduce anxiety and isolation and to improve healing and recovery. Guidelines are applicable to all areas of the hospital.



**Family** is a group of individuals with a continuing legal, genetic and/or emotional relationship. Patients define their “family” and how they will be involved in care, care planning, and decision making. RVH respects and values family as integral partners in providing excellent care.

- Families are welcome 24 hours a day according to patient preference or Substitute Decision Maker (SDM) where applicable. The patient's need to remain in contact with family members and friends during their hospital stay will be balanced with both the health-care team's need to provide timely and effective care to all patients in the hospital and the needs of other patients to rest and recover in a quiet and healing environment.

**Guests** are visitors of the patient or family

- Public visitors/guests are welcome from 1130 to 2030 hours (11:30 a.m. to 8:30 p.m.) daily
- Visitors are restricted to two (2) per patient
- Visitors may be requested to leave the room in order to facilitate patient care
- Children under 12 must be accompanied by an adult (over age 18)

## 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**

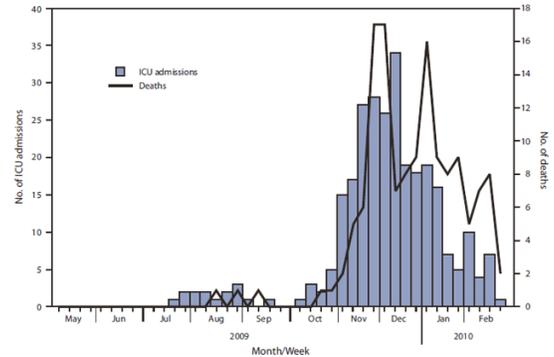
The Renfrew Victoria Hospital relies on feedback from patients, their families and healthcare professionals to develop ongoing revisions. We respect and support the important role that visitation plays in a patient's recovery. However, this must be balanced with our need for effective infection control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



# GUIDELINES FOR DEPARTMENTS

## *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!***



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