

## What will Christmas look like at RVH this year for patients and visitors?

Understanding the importance of family and loved ones over the holiday season and how difficult it is for those who are hospitalized, we'll work hard to ensure that love and support can be shared, as well as gifts, while maintaining COVID safety measures.

- Visiting will remain at one visitor per patient per day.
- Visitors will be able to bring in only the following gift items for patients:
  - New or freshly laundered clothes in packaging that can be wiped down
  - Packaged food items such as chocolates or edibles from a commercial kitchen. Food items or beverages cannot be shared with/by the visitor, who must remain masked for the duration of the visit.
  - Plants or non-scented flowers.
  - Other items that can be disinfected with hospital-grade disinfectant.

### NO GIFTS FOR STAFF PLEASE

While we truly appreciate your support, gifts of food or treats (homemade or purchased) for staff cannot be brought into the hospital this holiday season. Instead, we encourage you to make a donation to the RVH Foundation in honour of the unit you wish to acknowledge.

## Updated masking procedure



Beginning on Friday, December 4, visitors to the hospital will be required to wear a medical grade (surgical / procedural) mask.

Visitors should continue to wear their cloth mask into the hospital and will be provided with a medical mask at the screening desk.

## Virtual Care patient satisfaction survey

We are asking patients who received virtual care over the last several months to participate in a short survey to provide feedback on your experience.

There are several ways to participate:

- MyChart (you will receive automatic notification if you are signed up in MyChart)
- OR
- we will contact you by email, regular mail or phone.

*Please help us by providing your feedback so we can assess and improve your virtual care experience.*