

New visiting restrictions

What you need to know

RVH values family and support people as important members of the patient's care team. RVH is easing visitor restrictions while maintaining strict safety precautions. This gradual, measured approach to visitation will limit the number of people coming into the health centre and reduce the spread of COVID-19.

Admitted patients are allowed two, one-hour visits per week; one visitor at a time.*

Can I visit?

Admitted patients will select one primary visitor and one secondary visitor, who are 16 years of age or older. These people will be on a list of designated visitors and are the only people who can visit during the patient's stay.

When can I visit?

- Twice a week:
 - One hour visits can be scheduled 10 a.m. – 1 p.m. or 5 – 8 p.m.
 - Mental health patient visits will be scheduled between 4 – 8 p.m.
- Outpatient or Emergency department patients may be allowed one essential support person, at the discretion of the care team.
- Excpetions may apply on compassionate grounds.

How do I schedule a visit?

Designated visitors can schedule their visit with the patient's care team by calling the inpatient unit. All visits must be scheduled by 4 p.m. the day prior.

During your visit

Most visitors will use the Main entrance, unless directed otherwise, and must adhere to the following criteria:

- Visitors will be screened upon entry; if a visitor is unwell or fails the screening process, they will not be permitted inside the health centre.
- Visitors will be asked to present identification.
- Visitors will be given a sticker to identify them as an approved visitor.
- Wearing a mask is mandatory.
- Visitors can use their own mask (see back for mask criteria).
- Maintain physical distancing of 2 metres or 6 feet.
- Visitors must wash their hands frequently and follow safety precautions directed by screeners and care teams.
- Visitors must go to and from the unit they are visiting - NO in and out privileges.

After your visit

- Wash your hands.
- Maintain physical distancing of 2 metres or 6 feet.

Do you have a concern?

As a first step, we encourage you to speak directly with the patient's care provider, resource nurse or department manager. If required, contact the Patient and Family Experience Office by emailing patientexperience@rvh.on.ca.

* some exceptions apply

Visitors must:



Be designated by the patient and have a scheduled visit



Wear a mask



Be screened upon entry



Wear a visitor sticker



Maintain physical distancing of 2 metres or 6 feet with everyone, including the person you are visiting



Wash hands frequently



Go directly to and from the unit they are visiting - No in and out privileges



Sign in and sign out on unit



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What you need to know

Mask Do's



Do wash your hands before and after touching your mask.



Do put on and take off your mask using the earloops or ties.



Do wear your mask in the correct position.

If you have a disposable or reusable cloth mask, it must:



- Be new/clean or freshly washed.
- Always cover your nose and mouth.
- Be comfortable and fit snugly against your face.
- NOT have a “valve” (a piece of plastic attached to the fabric).
- Be made of multiple layers of fabric.
- Allow for you to breathe easily.



If your mask is not appropriate, you will be provided with an appropriate mask and will be asked to put the mask you brought from home in a clean bag.

Mask Dont's



DO NOT touch the front of your mask.



DO NOT hang your mask on your neck or head.



DO NOT hang your mask around your ear.



DO NOT store your mask in your pockets.



DO NOT remove your mask with one hand.



DO NOT place your mask on a dirty surface.

Wash your hands frequently



1

Wet hands with warm water



2

Apply soap



3

Wash for at least 20 seconds



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



Palm and back of each hand



Between fingers



Under nails



Thumbs