

February 11, 2016

## RVH WELCOMES FAMILIES 24/7

Starting today Royal Victoria Regional Health Centre (RVH) is opening its doors to welcome families and visitors 24/7 as part of its new Family Presence Policy. This change from traditional visiting hours (2 p.m. to 8 p.m.) to open visitation is an important step forward in patient and family-centred care at the health centre.

“We consider family part of the care team at RVH because no one knows our patients better than their loved ones,” says Janice Skot, president and CEO, RVH. “Making the transition to open visiting hours is the right thing to do for our patients. Every patient has a right to expect the best possible experience while at RVH. Enabling loved ones to be present and involved in patient care when the patient wants them helps make that happen.”

Visitation will be based on the condition and wishes of the patient, in collaboration with the care team and family. Research shows that in addition to a positive patient experience, the presence and involvement of loved ones contributes to better care, fewer medication errors and falls, lower rates of readmission and a decrease in Emergency department visits following discharge.

RVH first decided to develop a Family Presence Policy based on the input it received from its Patient Family Advisory Council (PFAC). When PFAC formed it made open visiting hours its highest priority. Since that time, PFAC members like Ed Harper have championed the policy and played a key role in its creation.

“My wife Rosemary was in RVH for the last two months of her life and I rarely left her side,” says Harper. “I did what I could to help the care team and they were great in allowing me to stay with Rosemary. It meant so much to us both. I know other patients and families can benefit from the same support that comes with having your loved ones with you.”

RVH’s Family Presence Policy coincides with the completion of construction at the Atrium entrance. This is now the entrance family and visitors should use between 9 p.m. and 5:30 a.m.

-30-

### Cutline:

Royal Victoria Regional Health Centre (RVH) proudly opened its doors to families and visitors 24/7 during an official ceremony held inside its newly renovated Atrium entrance. The transition to open visiting hours represents an important step forward in patient- and family-centred care for the health centre. From left – Dr. Ken Hedges, member, RVH Patient Family Advisory Council (PFAC); Nancy Savage, executive vice-president, Patient and Family Experience, PFAC co-chair, RVH; Carolyn Forgie-French, member, RVH PFAC; Ray Frank, RVH PFAC co-chair; Ed Harper, member, RVH PFAC; Kirsten Parker, chair, RVH Board of Directors; and Janice Skot, president and CEO, RVH.

### For more Information:

**Jane Cocking**  
Manager, Corporate  
Communications  
705-728-9090 ext. 41611

**Jennifer Moore**  
Corporate Communications  
705-728-9090 ext. 41618

### About RVH:

RVH is a regional health centre in Barrie, Ontario, located 80 kilometres north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH’s team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopaedics, intensive care, mental health and interventional radiology. RVH is focused on delivering high-quality, safe care that puts patients and their families first. For more information visit [www.rvh.on.ca](http://www.rvh.on.ca)