



# Communication to Visitors

## October 14, 2020



## Victoria Hospice Visiting Guidelines

Thank you for reading and complying with guidelines for visiting patients at Victoria Hospice. Please check with the nursing team for current additions/changes.

At Victoria Hospice, we are committed to ensuring the health and safety of our patients and families, staff, and volunteers. Fall season is here and at this uncertain time we continue to monitor and adapt to necessary safety needs to provide the highest quality of care. Thank you for your patience and cooperation as we all work together to navigate the COVID-19 pandemic.

**Victoria Hospice allows one visitor at a time for each patient between noon and 4 pm. More than one person may visit each day but only one visitor will be permitted at a time (some discretion applies under exceptional circumstances).**

We encourage you to bring in any communication devices (such as tablets or iPhones) for your loved one to use when you are unable to visit.

**All visitors will be screened upon entrance to the Royal West Block of Royal Jubilee Hospital**, located just across the driveway from the Richmond Pavilion entrance. **Volunteers are available to** assist anyone with mobility challenges. Please call the Hospice unit in advance at 250-370-8715 for more information.

### **Victoria Hospice requires all visitors to follow these infection prevention protocols:**

- ✓ When you arrive at third floor, please look for the stop sign in front of the elevators and:
  - Sanitize your hands.
  - Put on the required medical grade mask provided at entrance to third floor.
  - Sign in and sign out in the visitor log, a requirement until further notice.
- ✓ You must wear a mask for your entire visit, even when at the bedside with your loved one.
- ✓ You may be asked to leave the patient room during care.
  - Please step outside the room to allow healthcare providers space to attend to the patient.
  - You may wait at the end of each hallway and by the elevator doors.
  - Alternative waiting areas are available in the Patient Care Centre or outside.
- ✓ Use only the designated visitor washroom on the unit.
- ✓ The kitchen remains closed and no food should be brought in.
- ✓ The smoking room is open for one patient at a time between 8 am and 8 pm.
  - Patients will appreciate your assistance to get to the smoking room when care team members are not available.
- ✓ The Rooftop Garden is open to 10 people at a time, but smoking and alcohol are not permitted.
- ✓ Bring only minimal personal items for patient; items cannot be shared among patients.
- ✓ Children over 2 years old should be encouraged to wear masks and be accompanied by 1 adult. If children do not tolerate masks, they are not required to wear it. Children should keep their distance of 6 feet.

Victoria Hospice continues to review and revise safe visiting protocols. Thank you for helping us maintain the health and safety of everyone at Victoria Hospice. Please call Director of Nursing Tracy Stone at 250-370-8841 if you have any questions.