

VISITOR GUIDELINES (BC RETIREMENT)

During the COVID-19 pandemic, the health and safety of residents, families, team members, and visitors remains our top priority. The presence of family and friends is important to the emotional wellbeing of residents, and we recognize the importance of in-person visits. The following guidelines will support safe, physically distanced outdoor and indoor visits for family members to visit and engage with their loved ones.

The charts below clarify types of visits and highlight some key requirements in addition to protocols that are in place.

DURING A COVID-19 OUTBREAK

Visit Type	Visit Purpose	How Many Visitors?	Is Visitation Permitted?
Virtual Visits	To connect residents and families from a distance. These connections are enabled by using virtual tools or technologies i.e. Zoom.	No limitations	Yes
Essential visit to provide compassionate care (onsite)	To provide compassionate care: palliative/end of life, residents who are actively dying.	One family or friend at time. * Exceptions for allowing more than one visitor at a time must be approved by wellness team and documented in service plan	Yes
Essential visit to support the resident's mental or physical wellbeing (onsite)	To support or provide care identified in the care plan that cannot be routinely completed by team members and would potentially harm resident if not permitted: <ul style="list-style-type: none"> • Meal assistance • Assistance with mobility • Assistance with personal care • Communication assistance for persons with hearing, visual, speech, cognitive, intellectual, or memory impairments • Assistance by designated representatives for persons with disabilities, including provision of emotional support • Visits for supported decision making 	One family or friend at a time who can assist with care plan needs	Not permitted unless approved by the Medical Health Officer
Family/Social Visits (onsite)	To allow for socialization. These visits cannot occur during outbreak.	NONE	NO

NO COVID-19 OUTBREAK

Visit Type	Visit Purpose	How Many Visitors?	Is Visitation Permitted?
Virtual Visits	To connect residents and families from a distance. These connections are enabled by using virtual tools or technologies i.e. Zoom.	No limitations	Yes
Essential visit to provide compassionate care (onsite)	To provide compassionate care: palliative/end of life, residents who are actively dying.	One family or friend at time. * Exceptions for allowing more than one visitor at a time must be approved by wellness team and documented in service plan	Yes
Essential visit to support the resident's mental or physical wellbeing (onsite)	To support or provide care identified in the care plan that cannot be routinely completed by team members and would potentially harm resident if not permitted: <ul style="list-style-type: none"> • Meal assistance • Assistance with mobility • Assistance with personal care • Communication assistance for persons with hearing, visual, speech, cognitive, intellectual, or memory impairments • Assistance by designated representatives for persons with disabilities, including provision of emotional support • Visits for supported decision making 	One family or friend at a time who can assist with care plan needs	Yes
Family/Social Visits (onsite)	To allow for socialization. These are visits made by a family member or friend; must be scheduled in advance; may take place indoors (resident room) or outdoors in a designated visiting area.	Two family members or friends plus a child	Yes

Visitor Protocols/Communication

- Provide a letter to family members/residents outlining the guidelines. Communicate to team members around visits and expectations. Share the Family/Visits guidelines documents.
- Visitors will be screened for signs and symptoms of illness, including COVID-19, prior to every visit. Visitors with signs or symptoms of illness, as well as those in self-isolation or quarantine in accordance with public health directives, shall not be permitted to visit. The visitor must

conduct hand hygiene, follow respiratory etiquette procedures, and wear a mask (cloth is permitted) if outdoor.

- Conduct an assessment with resident/substitute decision maker for the designation of an essential visitors. Use applicable health authority tools provided to document the assessment and retain on the resident health record.
- Visitors are asked to conduct a self-screening prior to scheduling their appointment and before attending the care community using the BCCDC self-assessment screening tool.
<https://bc.thrive.health/covid19/en>
- PPE (mask) must worn appropriately during the scheduled visit. PPE should not be removed at any time during the visit. Medical masks are required for indoor visits to Long Term Care and Assisted Living. A medical mask will be provided to the visitors upon entry to the residence.
- Visitor will proceed to and from the resident suite and remain in the resident suite during the visit; avoid contact with other residents and team members, and will not engage in activities outside of the specified resident suite in which the visit is occurring. There will be no access to indoor resident common areas during the visits (i.e. dining rooms, living rooms).
- At this time no items, food, or drinks will be shared during the visit. Please continue to follow the process for dropping items at the main entrance for team members to clean and deliver.
- Arrive 10-15 minutes early to check in for screening, review protocol, and set up a meeting spot.
- Visitation of pets will be determined on a case by case basis to support the wellbeing of the resident.
- Refrain from moving additional furnishing such as chairs from dining and lounge spaces into resident suites.
- Visitors will conduct hand hygiene using hand sinks or ABHR before, during, and after the visit. This is especially important in the case of any physical touch between the visitor and the resident.
- Visitors may bring the resident to a designated outdoor area. Maximum occupancy limits for the designated outdoor visiting areas will be posted. Masks must continue to be worn at all times, even in outdoor visiting areas.
- If a visitor or the resident requires assistance during the in suite visit, the visitor is encouraged to use the call bell to alert the wellness team. Visitors are not permitted to access any other areas of the residence other than the residents' suite or designated outdoor visiting area.
- Residents must follow the provincial directives and health authority guidelines when on outings such as no social gatherings and adhering to infection prevention and control practices.

Scheduling

- Social visits will be limited to up to two designated visitors and a child, to be scheduled in advance between the visitor and residence. Each residence will create and maintain a visitation schedule/calendar to log visits that is accessible to assigned team members for scheduling of visits.
- If using an online booking platform, the link will be provided as well as providing education on all required visitation protocols at the time of booking.
- All essential visitor requests must be logged, including those that are accepted and those that are denied. The requirements of the essential visitor's log include: First and Last Name, Email, Phone number, Date, Time they arrived, and Time they departed.
- The residence may establish designated visit times (e.g. Wednesday through Sunday; XX–XX am; XX pm – XX pm). Schedule visits in 60 min. blocks of time min. requirement.

- Each residence is to identify a central point person to coordinate visits so that there is internal communication on the visitation schedule and that there is an awareness among team members regarding the number of visits occurring at any given time.

Monitoring Visits

Residences must be able to safely provide oversight for these visits:

- Including adequate staffing to provide pre-screening
- Active screening prior to visit (when booking visits in using online booking) and again upon arrival
- Providing information on IPAC and Sienna protocols for the visit
- Upon the initial visit and monthly thereafter, review with the resident and visitor the Sienna protocols and IPAC practices to ensure compliance

Signage & Education

The following signage and education will be provided to designated visitor when a visit is booked:

- Hand Hygiene
- Donning and Doffing of Personal Protective Equipment
- Physical Distancing
- How to Wear a Face Mask
- Self-Isolation Dos & Don'ts
- Social Visiting Guidelines for LTC & Assisted Living

Visitor Appeal and Review Process

- See pages 10-11 at link below, which outlines the BC visitor appeal and review process:
http://www.bccdc.ca/Health-Info-Site/Documents/Visitors_Long-Term_Care_Seniors_Assisted_Living.pdf

Post Visits Measures

- Visits should be booked with sufficient time between visits to allow for cleaning/disinfecting and other IPAC requirements as needed

Visitor Policy Poster – must be posted in each LTC/AL at the entrance to inform visitor of restrictions in place: file:///D:/BC%20Visitors/LTC_AL_VISITOR_POLICY_UPDATED_FINAL.pdf

Visitor Posters

Social Visiting Guidelines for Long Term Care and Assisted Living Facilities

http://www.bccdc.ca/Health-Professionals-Site/Documents/Long_Term_Care_Assisted_Living_Screening_Visiting_poster.pdf

Essential Visitors Only

https://www.interiorhealth.ca/YourEnvironment/CommunicableDiseaseControl/covid19/POSTER_ACUTE%20CARE_Essential%20Visitors.pdf

Reference:

Essential Visitor Protocol LTC & AL, June 25, 2020. Available at:

<https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/employees/clinical-resources/coronavirus-information/ltc-al-li/resources/Operations/472-Essential-Visit-Protocol---DRAFT-June-25-AM--final-draft.pdf?la=en&hash=6E88F99A06B45AFB517296EEAB8D1F5028AD01E5>

Interior Health: COVID-19 PANDEMIC RESPONSE, Long-term Care and Assisted Living – IPAC Practices Order, October 16, 2020.

[Ministry of Health – Overview of Visitors in Long Term Care and Seniors’ Assisted Living, January 7, 2021. Available at: http://www.bccdc.ca/Health-Info-Site/Documents/Visitors_Long-Term_Care_Seniors_Assisted_Living.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/Visitors_Long-Term_Care_Seniors_Assisted_Living.pdf)