




Social Visiting Guidelines in BC Long-Term Care

During the COVID-19 pandemic, the health and safety of our residents, families, team members and visitors remain our top priority. The presence of family and friends is important to the emotional well-being of our residents and we recognize the importance of in-person visits. The following guidelines will support safe social visits between family members and their loved ones.


- Social visits will only be allowed if there is no active COVID-19 outbreak at the care community and will cease immediately if an outbreak is declared.
- Each resident will be able to have one designated visitor in an appropriate designated space (indoor or outdoor).
- 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.
- PPE (mask) must worn appropriately during the scheduled visit. PPE should not be removed at any time during the visit. Masks will be provided in the event visitors do not have their own.
- Visitors shall go directly to the resident they are visiting and exit the care community directly after their visit.
- During the visit, please avoid physical greetings (i.e. shaking hands, hugging).
- 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.
- Visits will take place in 30 minutes blocks.

Please click [here](#) to read the news release from the Government of British Columbia.



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Social visiting guidelines for Long Term Care and Assisted Living facilities



Only one person is allowed per visit



Visits must be booked in advance with the facility



During an active outbreak of COVID-19 at the facility, visits will not be permitted



Clean hands before and after visiting. Use soap and water or alcohol-based hand sanitizer



Cough or sneeze into your elbow and do not touch your face



All visitors are required to bring and wear a mask



Please maintain a distance of 2 arm lengths from others



Designated visiting areas will be provided. Visits with clients who have mobility challenges will be assessed individually



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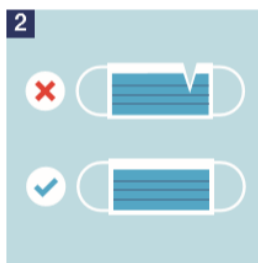
BC Centre for Disease Control | BC Ministry of Health



How to Wear a Face Mask



1 Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



2 Check the new mask to make sure it's not damaged.



3 Ensure colour side of the mask faces outwards.



4 Locate the metallic strip. Place it over and mold it to the nose bridge.



5 Place an ear loop around each ear or tie the top and bottom straps.



6 Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



7 Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.



8 Do not touch the mask while using it, if you do, perform hand hygiene.



9 Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

Removing the Mask



1 Perform hand hygiene.



2 Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.



3 Discard the mask in a waste container.



4 Perform hand hygiene.





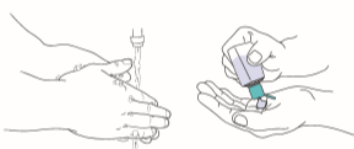
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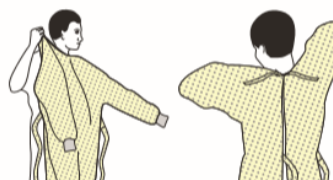
The 5 steps to Don (put on) Personal protective equipment (PPE)

1 Hand hygiene



Clean all surfaces of hands and wrists

2 Gown



Cover torso and wrap around back, fasten in back of neck and waist

3 Surgical/procedure mask



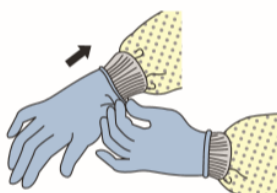
Secure ties at middle of head and neck, fit nose band to your nose and pull bottom down to completely cover chin

4 Eye protection



Place goggles or face shield over face and eyes and adjust to fit

5 Gloves



Extend to cover wrist of gown



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BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.





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9 Steps to Doff (Take Off) Personal Protective Equipment (PPE) For Droplet and Contact Precautions

1 Gloves



The outside of gloves are contaminated. Grasp palm area of one gloved hand and peel off first glove. Slide fingers of hand under other glove at wrist and peel off. Discard in regular waste bin.

2 Perform Hand Hygiene



Clean all surfaces of hands and wrists.

3 Gown



Unfasten ties, pull gown away from neck and shoulders, touching ONLY the inside of the gown. Turn gown inside out and roll into a bundle. Place in soiled laundry hamper (if reusable) or in regular waste bin (if disposable).

4 Perform Hand Hygiene

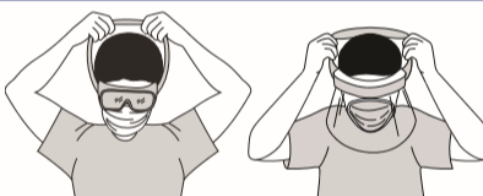


Clean all surfaces of hands and wrists.



If you are NOT 2 meters away from the patient, exit room now, perform hand hygiene, and finish the remaining steps.

5 Goggles or Face Shield



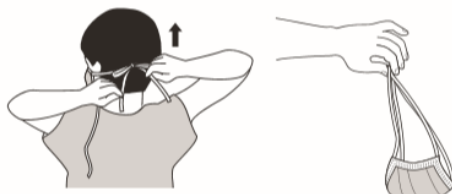
Do NOT touch the front of the eye wear. Place in receptacle for reprocessing (if reusable) or in regular waste bin (if disposable).

6 Perform Hand Hygiene



Clean all surfaces of hands and wrists.

7 Surgical or Procedure Mask



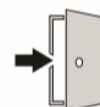
Grasp ties or elastics at back and remove WITHOUT touching the front. Place in receptacle for reprocessing or in regular waste bin.

8 Perform Hand Hygiene



Clean all surfaces of hands and wrists.

9 Exit Room



Exit room and perform hand hygiene.



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IPC v2.0





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REDUCE THE SPREAD OF COVID-19



PHYSICAL DISTANCING IN PROGRESS

**Maintain a distance of at least
2 arms lengths from others.**



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having difficulty breathing, call 8-1-1.**





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Dos and don'ts of self-isolation

For people who may have been exposed but do not have symptoms

May 22, 2020

If you have come into contact with an infected person, you are required to self-isolate. This does not necessarily mean that you have COVID-19, but you are at risk for developing the disease and passing the infection on to others.

As of March 25, 2020 it is mandatory Under the [Quarantine Act](#) that anyone arriving in British Columbia from outside of Canada to [self-isolate](#) and monitor for symptoms for 14 days upon their arrival and [complete/register a self isolation plan](#).

There are some [individuals who are exempt from this order to provide essential services](#), but they still require a self-isolation plan and need to self-monitor for symptoms.

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| <ul style="list-style-type: none"> ✓ Do stay home for 14 days <ul style="list-style-type: none"> ▪ Work from home ▪ Use food delivery services or online shopping ✓ Do keep in contact with friends <ul style="list-style-type: none"> ▪ Use technology, such as video calls, to keep in touch with friends and family ▪ Host virtual meetings, hangouts, family dinners or playdates for your kids ✓ Do get creative to prevent boredom in kids <ul style="list-style-type: none"> ▪ Get creative by drawing, painting or running back yard obstacle courses and games ✓ Do monitor your symptoms <ul style="list-style-type: none"> ▪ If you develop symptoms, you should get tested for COVID-19 at a collection centre ▪ If you are unsure or have questions, you can use the COVID-19 Self-Assessment tool by visiting bc.thrive.health or call 8-1-1 for advice. ▪ If you are having trouble breathing, call 9-1-1 ▪ If travelling by ambulance, notify the dispatcher that you may have COVID-19 | <ul style="list-style-type: none"> ✓ Do protect others <ul style="list-style-type: none"> ▪ Wash your hands frequently (hand hygiene) ▪ Cough into your sleeve (respiratory etiquette) ▪ Keep 2 metres away from others (physical distancing) ▪ Greet with a wave instead of a handshake, a kiss or a hug ✓ Do continue to exercise <ul style="list-style-type: none"> ▪ Exercise at home ▪ Go outside for some fresh air, a run, bike ride, rollerblade, snowshoe, walk the dog or get the mail – ensuring you stay 2 metres away from others ✓ Do clean all high-touch surfaces <ul style="list-style-type: none"> ▪ High-touch surfaces: toilets, bedside tables and door handles should be cleaned daily using a store bought disinfectant. If not available use diluted bleach solution, one part bleach to 50 parts water (e.g. mix 10ml bleach with 500ml water), and allow the surface to remain wet for 1 minute ▪ If they can withstand the use of liquids for disinfection, high-touch electronics such as phones, computers and other devices should be disinfected with 70% alcohol |
| <ul style="list-style-type: none"> ✗ Do not go to school, work or other public areas <ul style="list-style-type: none"> ▪ (e.g. malls, fitness centre, place of worship) ✗ Do not have visitors <ul style="list-style-type: none"> ▪ Except for individuals providing care or delivering food/supplies, and in that case, maintain a distance of 2 metres | <ul style="list-style-type: none"> ✗ Do not use public transportation ✗ Do not share personal items with others <ul style="list-style-type: none"> ▪ Including toothbrushes, towels, linens, thermometers, cigarettes, unwashed utensils, and electronic devices (such as phones and computers) |

If you develop symptoms of COVID-19, continue to isolate for a minimum of 10 days after onset of symptoms. People who have been exposed to a case of COVID-19 and those who are returning travellers must continue to isolate for 10 days from when your symptoms started OR 14 days from when you started self-isolating, whichever is later. If your condition worsens, contact your family doctor or call 8-1-1.

Frequently asked questions

What is the point of self-isolation?

This is one way every Canadian can help slow the spread of this virus in their community and protect their friends, family, and health care workers.

Why should I self-isolate myself for 14 days if I don't have symptoms?

You can be sick and not know it yet. It is important to stay at home because you can develop symptoms at any time.

Can I go to work?

No. You could put your co-workers at risk. Many employers have made arrangements for working from home.

Can I use taxis/public transit/ride share?

No. You cannot ensure sure that you are 2 metres from other people. Using taxis, public transit, and ride shares puts the public at risk.

Should I go to a medical appointment?

If you must seek medical care, wear a mask. Try to expose as few people as possible and notify your health care provider in advance so they can make arrangements to see you safely. Walk or drive yourself to your appointment if possible.

Can I go for a walk outside?

Yes. It is important to continue to exercise. BUT it is important that you avoid crowded areas and stay at least 2 metres from other people. You should wash your hands before you leave your home and when you return.

Can I go to the pharmacy to pick up my medication?

No. If you need medications, use a pharmacy delivery service or ask a friend to pick them up and bring them to your home.

Can I get the mail and newspaper?

If your mail is delivered directly to your house, it is ok to go to your mailbox. Make sure you wash your hands. If your mail is delivered to an apartment or community mailbox, or the post office, ask a friend to pick-up and deliver to you.

Can I go through a drive-through for coffee/food?

No. There is a risk of infecting other community members, including food service workers. Use delivery services or ask someone to deliver coffee or food to you.

Should I cancel my haircut/pedicure/spa treatment?

Yes. These are examples of non-essential appointments. You would be exposing your service providers and the public to unnecessary risk.

Can I have visitors?

No. Use technology, such as video calls, to keep in touch with friends and family.

Can I have playdates for my kids or playdates in my home?

No. Consider novel ways to keep in touch like virtual meetings, hangouts, family dinners or playdates for your kids.

Can children play outdoors together? Can my child have a sleepover with children who are also self-isolating?

No. Children need to keep 2 metres away from other people.

Learn more at bccdc.ca/covid19

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