

VISITOR GUIDELINES (BC)

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 outdoor and indoor visits for family members and friends to visit and engage with their loved ones.

COVID-19 Vaccination is not required to visit our communities. Individuals having completed their primary series are encouraged to stay up to date with COVID-19 vaccine doses. Link: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/plan>.

The guidance below highlights some key requirements for visitors during an outbreak in addition to infection control protocols that are in place.

Visitor Protocols

- Provide a letter/communication to family members/residents outlining the guidelines. Communicate to team members around visits and expectations. Share the Family/Visits Guidelines documents.
- The visitor must conduct hand hygiene, follow respiratory etiquette, and comply with infection prevention and control measures.
- Conduct an assessment with resident/substitute decision maker for the designation of essential visitors. Use applicable health authority tools provided to document the assessment and retain on the resident health record.
- 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 rooms.
- Visitors may bring the resident to a designated outdoor area on the resident's neighbourhood.
- If a visitor or the resident requires assistance during the in room visit, the visitor is encouraged to use the call bell to alert the clinical team.
- Residents must follow the provincial directives and health authority guidelines when on outings and adhering to infection prevention and control practices.

Prior to the Visit

- Whenever possible, residents residing in multi-bed rooms should receive visitors in a separate, designated location. When a resident is unable to move to a designated visiting area and visiting occurs in a multi-bed room, only visitors for one resident can be in the room at any one time.
- The community will provide an information package along with education on all required visitation protocols prior to the visit.
- Virtual visits will continue to be scheduled in advance to ensure staffing availability to coordinate the equipment required to conduct the visit. An online social platform may be used to book virtual and social visits. Social visits do not require booking or scheduling in advance. Daily hours when social visits may occur can be set by the community to allow for adequate staffing with opportunity for visits during the weekday hours and weekend hours.

- Each community to identify a central point person to coordinate visitor internal communication and awareness among team members regarding the number of visits occurring at any given time.

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
- Respiratory Etiquette
- How to Wear a Face Mask if required as directed by Public Health
- Self-Isolation Dos & Don'ts