

VISITOR GUIDELINES (BC)

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 care team and documented in care 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 staff and would potentially harm resident if not permitted: <ul style="list-style-type: none"> • Assistance with feeding • 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 visits cannot occur during outbreak.	NONE	NO

NO COVID-19 OUTBREAK

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Family/Social Visits (onsite)	To allow for socialization. These are visits made by one designated visitor (family member or friend); must be scheduled in advance; must take place in designated visiting areas.	The designated visitor: one family member or friend	Yes

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. 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. 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.

Location of Visits

Care community will provide a designated location for the visits. Residents will meet their visitor in the designated location(s). The space requirements include:

- Outdoor location(s) dedicated to visiting (seasonally when the weather permits)
 - Designated area to screen visitors, clearly identified as the social visiting location
 - Provide for 2m/6 feet physical distancing between individuals
 - Privacy for the resident and family
 - Use of physical barrier such as planter boxes, half wall, etc. to support facilitation of physical distancing requirements
- Indoor designated location (s) (summer and especially fall/winter)
 - On the resident home area/neighbourhood designated for visits, preferably a space that is close to the neighbourhood i.e. resident lounge, empty resident room; clearly identified as the social visiting location
 - Provide for 2m/6 feet physical distancing between individuals
 - Privacy for the resident and family
 - Use of physical barriers such as furniture spaced to meet physical distancing requirements
- Individual single-resident room in exceptional circumstance where the resident's mobility is limited and the indoor or outdoor locations cannot be accommodated.
 - Consider a vacant resident room
 - Space that can accommodate the 2m/6 feet physical distancing
- Clearly identified as the social visiting location
- Dedicated meeting areas are identified with signage or furniture setup
- Hand sanitizer is readily available for residents and family members to use in the designated social location

Scheduling

- Social visits will be limited to one single designated visitor to be scheduled in advance between the visitor and care community. Each care community 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, consider including a link on the platform to the care community's information package, 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 includes: First and Last Name, Email, Phone number, Date, Time they arrived, Time they departed
- The community may establish designated visit times (e.g. Wednesday through Sunday; XX–XX am; XX pm – XX pm). Schedule visits in 30 min. blocks of time.
- Each care community 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.
- If outdoor visits, during inclement weather (rain or heat wave) the care community will postpone visits or recommend an indoor visit if schedule permits at the same time.

Monitoring Visits

Care communities 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
- Occasionally monitoring the visit
- Monitoring leaving of the residence when social visit is completed

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

Post Visits Measures

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

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:

- <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>