

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.

Active screening means there is some form of attestation/confirmation of screening. This can be achieved through pre-arrival submission of online screening or in-person.

All visitors entering the community will don a medical mask and undergo active screening at one point of entry to the community.

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 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, including critical illness, palliative care, hospice care, end of life and medical assistance in 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 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 	One family or friend at a time who can assist with care plan needs	Yes

Visit Type	Visit Purpose	How Many Visitors?	Is Visitation Permitted?
	<ul style="list-style-type: none"> • 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 		
Single Designated Visits (onsite)	<p>To allow for socialization.</p> <ul style="list-style-type: none"> • Visits made by a designated family member or friend; may take place indoors (resident room) or outdoors in a designated visiting area • May designate an alternate in the event that the designated visitor is no longer able to visit (e.g. moved, illness or death) • These visits may continue during an outbreak unless directed by the MHO 	One designated visitor	Yes
Family/Social Visits (onsite)	<ul style="list-style-type: none"> • Visits other than essential visits or visits from a single designated visitor • Provide opportunities for residents to spend time with loved ones to support their social, spiritual, and emotional wellbeing. 	Not permitted	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. Schedule in advance	No limitations	Yes
Essential visit to provide compassionate care (onsite)	To provide compassionate care, including critical illness, palliative care, hospice care, end of life and medical assistance in 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 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
Single Designated Visits (onsite)	To allow for socialization. <ul style="list-style-type: none"> • Visits made by a designated family member or friend; may take place indoors (resident room) or outdoors in a designated visiting area • May designate an alternate in the event that the designated visitor is no longer able to visit (e.g. moved, illness or death) • Visitor limits may apply based on care community capacity as outline by WorkSafeBC (WSBC)/Public Health Officer (PHO) guidance 	One designated visitor	Yes

Family/Social Visits (onsite)	<ul style="list-style-type: none">• Visits other than essential visits or visits from a single designated visitor• Provide opportunities for residents to spend time with loved ones to support their social, spiritual, and emotional wellbeing	Permitted	Yes
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Visitor Communication/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.
- Communicate medical masking and active screening requirements upon entry to the community.
- Maintain the medical mask in place when moving through the community and in common spaces. The medical mask can only be removed when in the resident room or designated space when others are not around.
- Visitors will conduct active screening for signs and symptoms of illness, including COVID-19, prior to every visit and are asked not to visit if unwell. Exceptions for circumstances related to compassionate care such as end-of-life care will be considered on an individual case by case basis.
- 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, avoid crowds 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.
- The community may establish designated visit times (e.g. Wednesday through Sunday; XX-XX am; XX pm-XX pm).
- 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
- Social Visiting Guidelines for LTC & Assisted Living

Reference:

Medical Deferral Form, December 17, 2021:

<https://www2.gov.bc.ca/assets/gov/health/forms/2372fil.pdf>

Visitation Table: Essential and Social Visits to Long-Term Care and Assisted Living, January 24, 2022:

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/employees/clinical-resources/coronavirus-information/ltc-al-li/resources2/Visitation/Visitation_Table.pdf?la=en&rev=7f9bc38a91e84add82e1b7d369065b92&hash=6708709B20055DE2C1C97A2C97A7409E44D895AC

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>

Ministry of Health – COVID-19 Infection Prevention and Control: Guidance for Long-Term Care and Seniors' Assisted Living Settings, August 31, 2022. http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_LongTermCareAssistedLiving.pdf