




Visitation Table: Long-Term Care and Assisted Living

Guiding Principles:

- Essential and family/social visits play a big role in residents'/tenants' physical and emotional well-being.
- Every effort should be made to ensure that visitors' policies are implemented consistently and with some flexibility to allow visits in a safe way.ⁱ
- The needs of the individuals (resident and family) in care must be weighed against the health and safety of the community (residents, staff).
- Decisions with regard to visits are designed to advance the well-being of residents/tenants, and person-centred care remains a priority.ⁱⁱ
- Restrictions on visiting may adversely affect the mental health and psychological well-being of residents/tenants. Efforts will be made to support virtual presence for visiting as much as possibleⁱⁱⁱ to connect with residents/tenant and understand their needs during this stressful time.^{iv}



Visit Type	Visit Purpose	How Many Visitors?	Non COVID-19 Outbreak Site	COVID-19 Outbreak Site
Virtual Visits	To connect residents/tenants and families from a distance. Virtual connections are enabled by using virtual tools or technologies i.e. Zoom	No limitations	✓	 1
Window Visits	To connect residents/tenants and families safely using physical distancing and using windows as a barrier. Indoor window visits –window not to be opened. Use telephone. Outdoor window visits – may open window maintaining 6' physical distancing	Limited by space available for the visit	✓	
Essential Visits for Compassionate/ End of Life Care	Visits for compassionate care, including critical illness, palliative care, hospice care,*actively dying, and Medical Assistance in Dying.	Essential visits shall be limited to one visitor per resident/tenant within the facility at a time. More than one visitor during a visit may be accommodated by exception, e.g. one visitor needs the support of another visitor	✓	 2

¹ Virtual Visits are permissible in outbreak where facility has cohorted staff to facilitate visits. Tablet/ipad does not leave outbreak unit.

² Essential visits for compassionate or actively dying care should be limited to one visitor. Decision to accommodate more than one visitor only permissible in partnership with Infection Prevention Control and Public Health.





*Actively Dying is defined as when someone has started to show symptoms and signs that death is near, typically within hours to days. Supporting loved one when death is near

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		(communication, mobility, emotional support), or a child visitor. ^v		
Essential Visits to Support Care Needs	<p>To support care needs paramount to the resident's/tenant's physical care and mental well-being, including as follows:</p> <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 <p>For example, Essential Visits should be provided when:</p> <ul style="list-style-type: none"> • <i>Clinical indicators are demonstrating a decline in function that can be attributed to the absence of the visitor</i> • <i>Replacement of visitor by staff results in harm to resident's/tenant's physical care and/or mental wellbeing</i> • <i>Resident/tenant requires assistance by a visitor to support essential decision making</i> 	Essential visits shall be limited to one visitor per resident/tenant within the facility at a time, who can assist with care.		

³ Essential visits to support care needs will be reassessed when a site is on outbreak. The Outbreak Response Lead will consult with site leadership and Public Health/Medical Health Officer.

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Family/Social Visits (On-site)	Intended to support the emotional well-being of residents/tenants. Visits must be scheduled in advance and take place in designated visiting areas: <ol style="list-style-type: none"> a. Outdoor location(s) dedicated to visiting (seasonally when the weather permits) b. Indoor designated location(s) (summer and especially fall/winter) c. Individual single-client room (focused on limited mobility of an individual resident); for a visit in the room. 	Single designated visitor per resident/tenant at a time as space permits in a facility. ^{vi} Facility staff/operator can approve a change to the designated visitor under extenuating circumstances; for example, if the visitor moves away or becomes ill and is unable to visit. ^{vii}		
Pets as Visitors This does not apply to pets that reside in the home.	Intended to support the emotional well-being of residents/tenants. Follow the above social visits guidelines above and in addition: <ul style="list-style-type: none"> • Pets who visit must be well-groomed and friendly • Ensure personal pets only interact with their owners, handlers, and facility staff assisting with the visit • Residents/tenants must clean their hands before and after the pet visit • Feeding the pet should be avoided • Visiting pets are not permitted on beds unless a sheet is used to protect the cleanliness of the bed 	One pet per visit with the designated social visitor		

ⁱ BC Ministry of Health Key Messages – Updated Essential Visitor Policy – Long Term Care and Seniors’ Assisting Living Facilities, August 23, 2020, p. 2

ⁱⁱ Fraser Health LTC & AL Pandemic Visitation Complaint Resolution Process, July 30, 2020

ⁱⁱⁱ BC Ministry of Health Key Messages – Updated Essential Visitor Policy – Long Term Care and Seniors’ Assisting Living Facilities, August 23, 2020, p. 3

^{iv} BC CDC Infection Prevention and Control Requirements for COVID-19 in Long Term Care and Seniors’ Assisted Living, June 30, 2020, p. 21

^v Ibid, p. 7

^{vi} <https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus/long-term-care-and-assisted-living#.X3tvH8uosT5>

^{vii} BC Ministry of Health Key Messages – Updated Essential Visitor Policy – Long Term Care and Seniors’ Assisting Living Facilities, August 23, 2020, p. 3

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