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Visitor guidelines during COVID-19

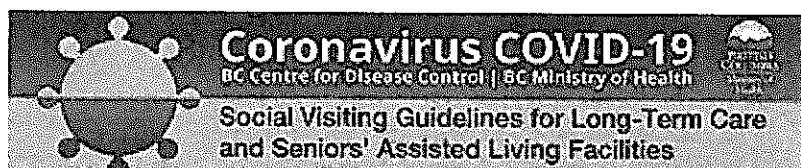
Visits are restricted at all of our sites through controlled access points.

Changes to long-term care social visitation will take effect on April 1, 2021.

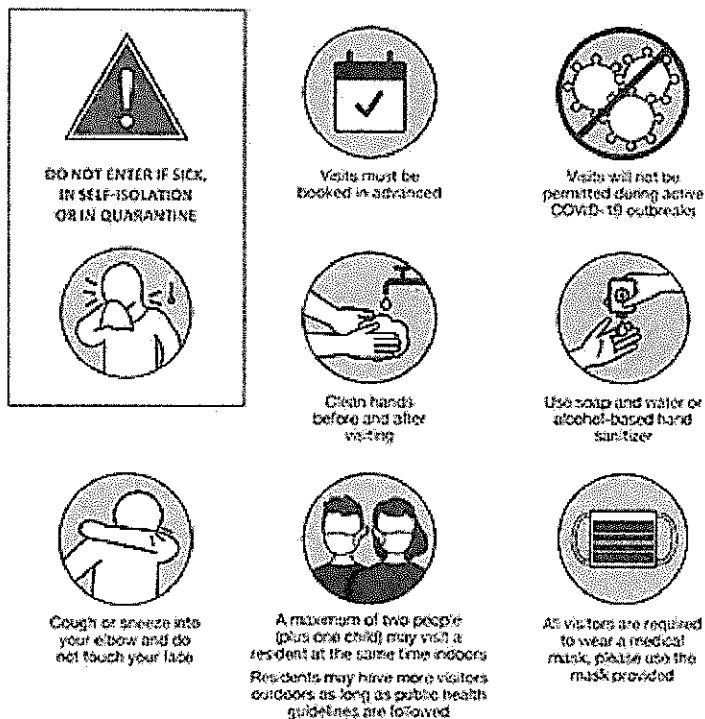
We are working closely with the Ministry of Health to protect the health of everyone in B.C. Restricting visitors minimizes the risk of the introduction of COVID-19 into facilities and allows staff to focus on caring for patients and residents, rather than monitoring and screening visitors.

We understand this is challenging for those with loved ones who need to be in care, but it is an important precaution to ensure the safety of all, including our sickest and most vulnerable patients.

Orders from the Provincial Health Officer or a Medical Health Officer take precedence over this policy.



Social visitation will be suspended if there is an active COVID-19 outbreak.



[Click to download a copy of the visitor poster](#)

[Read Fraser Health's COVID-19 safety plan](#)

Visitors to long-term care homes or seniors' assisted living residences

- Family/social visits can include up to two visitors, plus one child (under 18 years of age). Visits must be booked in advance with the care facility.
- All visitors are screened for signs and symptoms of illness, including COVID-19 symptoms, prior to every visit.
- Visitors are permitted to hug and touch the resident, however infection protection measures must continue (wearing a medical grade mask, regular hand hygiene).
- Visitors may take residents off site, provided Public Health Officer orders are followed. This includes limiting outdoor gatherings to a maximum of 10 people.
- Social visits are not allowed if there is an active COVID-19 outbreak at the residence.
- Essential visits continue.

Coronavirus COVID-19
BC Centre for Disease Control | BC Ministry of Health

Attention: Visitor Restrictions are in Effect

VISITOR POLICY

Those who are sick or in self-isolation:
DO NOT ENTER

A MEDICAL MASK IS REQUIRED
for all staff and visitors

Social visitation will be suspended if there is an active COVID-19 outbreak.

ESSENTIAL VISITS

- Visits for compassionate care (such as critical illness, hospice care, end of life and medical assistance in dying).
- Visits essential to patient/client care and mental well-being, including:
 - Assistance with feeding, mobility and personal care.
 - Communication assistance and supported decision-making for people with disabilities or cognitive impairment.
- Existing registered volunteers providing services as described.

* Essential visits are limited to one visitor at a time. For palliative and end-of-life care, more than one visitor may be allowed at a time.

SOCIAL VISITS

- Visits made by family members or friends of a resident.
- A maximum of two people (plus one child) may visit a resident at the same time indoors.
- Residents may have more visitors outdoors as long as public health guidelines are followed.
- Visitors must schedule their visit in advance with facility staff.
- Visitors may visit in the resident's room as well as designated common areas and outdoor spaces.

All visitors must wear a medical mask and clean hands before and after visiting (using soap and water or alcohol-based hand sanitizer).

For immediate assistance, family members and visitors can call the number below:

Fraser Health | Fraser Health | WELL MARK | Fraser Health | Fraser Health | Fraser Health | Fraser Health | Fraser Health | Fraser Health

CCC BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.
24-hour emergency line: 1-800-663-4339

Visitor Guidance for Long-Term Care and Seniors' Assisted Living - *Updated March 30, 2021*

Long term care visitor policy poster - *updated April 1, 2021*

What is an essential visit?

We continue to support visitors for essential visits. Examples of essential visits include, but are not limited to:

- Visits for compassionate care, including critical illness, palliative care, hospice care, end of life, and Medical Assistance in Dying.
- Visits paramount to the patient/resident's physical care and mental well-being, including:
 - Assistance with feeding, mobility and 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; and
 - Visits for pediatric care, labour and delivery.
- Existing registered volunteers providing the services described above.
- Visits required to move belongings in or out of a client's room.
- Police, correctional officers and peace officers accompanying a patient/resident for security reasons.

Essential visits can occur with a COVID-positive patient/resident.

Essential visits are limited to one visitor per patient/resident within the facility at a time. A visitor who is a child may be accompanied by one parent, guardian or family member.

If you feel your situation warrants an essential visit, please discuss your request with your loved one's care team. The care team will balance your request with the

patient's/resident's needs, along with the infection prevention/control requirements of the other patients/residents in the unit.

Visitor screening

Entry points to our facilities will be more limited than usual and we will screen all visitors for signs and symptoms of illness, including COVID-19 symptoms, prior to every visit.

If you have signs or symptoms of illness, or are in self-isolation or quarantine in accordance with public health directives, you will not be permitted to visit.

Signs of illness may include fever, cough, and shortness of breath, sore throat, runny nose, nasal congestion, loss of sense of smell, loss of appetite, chills, vomiting, diarrhea, headache, fatigue, and muscle soreness.

If you feel even mildly unwell, stay home and do not visit any Fraser Health facility. Even visitors deemed essential must not be ill to enter a Fraser Health facility.

Masks

Medical-grade (e.g. surgical/procedure) masks are required in all Fraser Health facilities and settings where health care is provided. You will be provided with a surgical/procedure mask when you visit.

What to expect while visiting a patient/resident

As a visitor, you will be instructed when to perform hand hygiene, respiratory etiquette and safe physical distancing.

You must go directly to the patient/resident you are visiting and exit the facility directly after your visit.

If you are unable to adhere to appropriate precautions, you will be excluded from visiting.

Maternity

A spouse/partner of a birthing woman is considered an essential visitor, providing they pass screening requirements.

A doula is considered part of the care team, and is not a visitor.

Newborn/NICU visits

As with all other hospital visits, only essential visitors will be allowed into the hospital to visit the mother and newborn. Additionally, you will need to follow the visitation guidelines of each individual facility and unit.

Please contact each individual facility/unit and the team caring for your family members for more information.

Dropping off essential items for patients/residents

If essential items need to be dropped off for a patient/resident, please arrange this in advance with their care team.

How this is done will depend on the individual facility and the team caring for the patient/resident.

Translation

Visits to assist a patient with translation are not considered essential. If you/your loved one requires translation, please advise their care team for guidance.

Translation services are available to assist with patient visits.

Communication assistance visits for patients/clients with hearing, visual, speech, cognitive, intellectual or memory impairments are considered essential.

Staying connected

We encourage the use of technology to remain in touch with your loved ones who are staying in a Fraser Health operated facility, especially if an in-person visit is not possible.

Some facilities have technology available to patients for this purpose. Please ask the patient's care team if this is available at the facility they are staying at.

Questions and concerns

If you feel your situation warrants an essential visit, please discuss your request with your loved one's care team. The care team will balance your request with the patient's/resident's needs, along with the infection prevention/control requirements of the other patients/residents in the unit.

If your visit is not deemed essential, you may speak with an administrator or administrator on call for an immediate review of the decision.

Family and visitors can request a formal review of a decision through the health authority Patient Care Quality Office (PCQO).

If you have already been to the PCQO and are not satisfied, you can request a review of concerns from the Patient Care Quality Review Board by email:

contact@patientcarequalityreviewboard.ca or phone: 1-866-952-2448. [Learn more.](#)

Orders from the Provincial Health Officer or a Medical Health Officer take precedence over essential visitor policy.

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About us

Fraser Health is responsible for the delivery of hospital and community-based health services to over 1.8 million people in 20 diverse communities from Burnaby to Fraser Canyon on the traditional territories of the Coast Salish and Nlaka'pamux Nations.

Our team of nearly 40,000 staff, medical staff and volunteers is dedicated to serving our patients, families and communities to deliver on our vision: Better health, best in health care.

About Fraser Health

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Abbotsford Regional Hospital and Cancer Centre

 Burnaby Hospital

Chilliwack General Hospital

Delta Hospital

Eagle Ridge Hospital

Fraser Canyon Hospital


Jim Pattison Outpatient Care and Surgery Centre

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Ridge Meadows Hospital

Mission Memorial Hospital

Peace Arch Hospital

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What Are The New Restrictions Under The Province-Wide Public Health Order? Are Masks Mandatory?

Category

[Health & Safety](#)

Updated

28, 04-2021

On Thursday November 19, 2020, the Provincial Health Officer (PHO) instructed all individuals, places of work and businesses in BC to significantly reduce their level of social interactions and travel. **The order is in effect from November 19, 2020 at midnight until further notice.** Some amendments were made in March regarding outdoor gatherings and religious gatherings.


Also, between March 29 at 11:59 pm and May 13 at 11:59 pm the PHO is strengthening province-wide restrictions:

- The variance allowing indoor religious gatherings and worship services between March 28 and May 13 is suspended
- Indoor low intensity group exercise classes are **cancelled**
- Restaurants, pubs and bars are **closed for indoor dining**. Outdoor patio seating and take-out or delivery is allowed
- Workplaces with a COVID-19 exposure may be ordered to **close for a minimum of 10 days**

Masks are required for everyone in all public indoor settings and workplaces. People who cannot put on or remove a mask on their own are exempt. Employers are expected to enforce the mandatory mask policy with both employees and customers, and a customer can be refused entry or service if they do not wear a mask

The restrictions are as follows:

- **No indoor social gatherings of any size** with anyone other than your household or core bubble. This means no in-home gatherings and playdates.
- Up to 10 people can gather outdoors. Do not gather with several groups of new people.
- All events and community-based gatherings as defined in the [PHO order – Gatherings and Events \(PDF\)](#) are suspended.
- Funerals, weddings and baptisms may proceed with a limited number of people and a COVID-19 Safety Plan in place. You can have a maximum of 10 people attend, including the officiant.
- Party-buses and group limousines can not operate in any region.
- indoor religious gatherings and worship services are suspended under the order.
- Religious worship services may be held outdoors (including in open-sided tents and under overhead coverings). Up to 50 people may attend, plus 2 extra people to make sure rules are followed. Participants must be 2 metres apart unless they live in the same private residence and they must wear a mask.
- Employers must make every effort to provide work from home options.
- At this time, all non-essential travel should be avoided. This includes travel into and out of BC and between regions of the province.
- Businesses, recreation centres or other organizations that organize or operate high risk indoor group physical activities must suspend the following activities: spin classes, hot yoga and high intensity interval training (HIIT).
- Adult indoor and team sports are not allowed.

The order does not impact restaurants and bars. Restaurants and bars can continue to operate as long as they have a COVID-19 Safety Plan and employee protocols in place. You should only visit a restaurant with people in your household or core bubble. A maximum of six people are allowed at one table.  Chat

Under the Government's Emergency Program Act, some orders can be enforced by police or other compliance and enforcement officials. People who don't follow these orders could be fined.

For more information, see the full province-wide restrictions [HERE](#). Also see the [March 18 order on Gathering and Events](#).

Source

BC Government

Can I Get In Legal Trouble If I Don't Practice "Social Distancing" Or Provincial Health Orders In BC?

Date: April 28, 2021

All orders can be enforced by police or other compliance and enforcement officials. People who don't follow the order could be fined.

On August 21, 2020, the BC Government announced new fines for owners, organizers, hosts and attendees of gatherings that violate the Provincial Health Officer's orders.

Police and other regulatory officers (such as conservation officers) now have the power to issue \$2,000 to people hosting and organizing events that violate the orders.

Individuals attending events who fail to follow the directions of officers or refuse to follow safe operating procedures are subject to a \$200 fine.

You will be subject to a \$575 violation ticket if you attend a non-compliant event or gathering or encourage other people to attend a gathering or event (unless it has an exemption). You may also be subject to a \$575 ticket if you engage in non-essential prohibited interprovincial travel.

Mask enforcement (November 19, 2020 Province-wide Order)

You are subject to a \$230 fine if you:

- Do not wear a mask in an indoor public setting, unless you are exempt
- Refuse to comply with the direction of an enforcement officer, including the direction to leave the space
- Engage in abusive or belligerent behaviour

Businesses that violate the Province-wide public health order can be issued \$2300 violation tickets.

To see the list of full BC enforcement measures and violation tickets, see [Violation tickets for unsafe COVID-19 behaviour](#).

This order is in effect until further notice.

If you fail to quarantine or isolate yourself (The federal government website [explains the difference](#)) as required upon returning to Canada from abroad, you can be fined or jailed under the *Quarantine Act*.

Source:

I Am Self-Isolating With My Abuser. How Am I Supposed To Stay Safe During The COVID-19 Coronavirus?

I Am A BC Senior And Feel Mistreated Or Unsafe During COVID-19. Who Can Help?

I Am A BC Senior And Need Help Getting Food And Medication During The COVID-19 Coronavirus. Who Can Help?

I Am Indigenous, What COVID-19 Coronavirus Support Is Available?

I Identify As LGBTQ2+. What Support Is Available For Me In BC During COVID-19?

I Feel Stressed And Anxious About COVID-19. Where Can I Get Support?

I Have Just Returned To Canada. Can I Stop At The Grocery Store Before Going Home?

What Should I Do If I Have Symptoms Or I Was Exposed To COVID-19 Coronavirus?

Should I Self-Isolate During The COVID-19 Coronavirus?

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COVID-19 Questions?

Live Legal Help
Mon-Fri 11am-2pm

Call / Text free:
1-855-875-8867

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[SEARCH](#)

COVID-19 Updates

[Pregnant people aged 16+ are now a priority population to get their vaccine \(as of May 4, 2021\)](#)

May 4, 2021

[Travel restrictions: Here are B.C.'s new rules limiting movement to help curb the spread of COVID-19](#)

April 23, 2021

[Apply Now for the Circuit Breaker Business Grant](#)

April 14, 2021

[Online Vaccine Registration Launched; BC Moves Into Phase 3 of COVID-19 Vaccination](#)

April 13, 2021

[New Public Health Orders Regarding In-person Food and Liquor Services, Effective March 30th](#)

March 29, 2021

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