

COVID-19: Long-term Care and Registered Assisted Living Visitor Appeal and Review Process

Site: <ul style="list-style-type: none"> Environment <ul style="list-style-type: none"> Long-term Care (LTC) Island Wide Registered Assisted Living (AL) Island Wide 	Scope: <ul style="list-style-type: none"> Audience: Clinical visitor decision makers, Site Administrators, LTC/AL Residents, Visitors/potential Visitors of LTC/AL resident Indications: Complaints process and mechanism for appealing decisions regarding essential and social visitors Exceptions:
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Need to know:

- To ensure fair and consistent decision making regarding the complaints and appeal process for essential and social visitors
- To comply with [Ministry of Health –Overview of Visitors in Long-Term Care and Seniors’ Assisted Living](#) initially released February 25, 2021
- Visitor restrictions apply to all licensed long-term care and registered seniors’ assisted living settings in BC
- Visitor restrictions are grounded in the Regional/Provincial Health Orders under section [32\(2\)\(b\)\(ii\) of the Public Health Act](#).
- Island Health has developed policies to inform safe visiting within the criteria above
 - [Essential Visitor Determination Guideline: LTCF](#) (intranet link)
 - [Social Visiting: LTCF](#) (intranet link)
 - [Palliative and End of Life Care: Essential Visits Across ALL Care Settings](#) (intranet link)
 - Public site link: <https://www.islandhealth.ca/our-services/assisted-living-long-term-care-services/long-term-care-and-assisted-living-social-visiting-information>

- Visit decisions whether approved or denied are documented as part of the resident care record along with supporting evidence. Island Health has tools for this purpose:
 - [Essential Visitor Plan](#)
 - [Visitor Review and Appeal for Non-Visit Decision](#)
- Island Health Patient Care Quality Office (PCQO) receives all concerns if not resolved on-site regarding visitor restrictions and facilitates resolution within 7 days through referral to the Island Health LTC program contact as designated.
 - Public Website: <https://www.islandhealth.ca/patients-visitors/patient-care-quality-office>
 - Toll-free Number 1-877-977-5797
 - Email: patientcarequalityoffice@viha.ca

Overview of Visiting

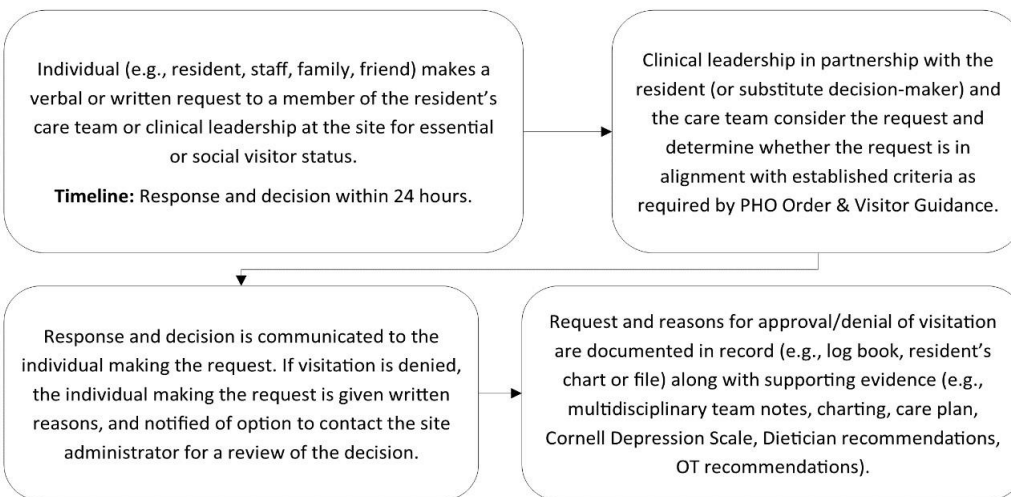
This table is intended to summarize key information from Island Health visiting guidelines. For full details refer to specific guidelines as linked above

Criteria	Social	Essential	Palliative End of life
<i>Definition</i>	Visit not involved with residents health-care or support needs, purpose is social	Linked with essential need that could not be met in the absence of essential visit	Caring for individuals whose condition is considered end-of-life and death is anticipated as imminent as determined by physician or nurse practitioner
<i>Appointment required</i>	Yes	Depends on essential need being met and site	No
<i>Number of visitors</i>	Maximum 2 adults and 1 child per resident in facility at one time (does not limit number of visitors or visits in a day) Outdoor visits subject to current public health guidance on gatherings	One visitor per resident in facility at one time	1-2 visitors at bedside (does not limit number of visitors in a day)
<i>Visitor Screening and Contact Tracing</i>	Yes	Yes	Yes
<i>Infection Prevention and Control Criteria</i>	Hand hygiene Respiratory Etiquette Physical distancing Medical grade mask	Hand hygiene Respiratory Etiquette Physical distancing Medical grade mask	Hand hygiene Respiratory Etiquette Physical distancing Medical grade mask
<i>Time limit</i>	Minimum 60 minutes offered No limit to frequency or duration of visits	May vary depending on essential need being met per Essential Visitor Plan	Extended visits or vigil in consultation with care team
<i>Location of visit</i>	Resident room Designated indoor or outdoor location	Resident room Designated indoor or outdoor location	Resident room Designated indoor or outdoor location
<i>Outbreak declared</i>	Visits suspended	May be permitted under guidance from local MHO	May be permitted under guidance from local MHO

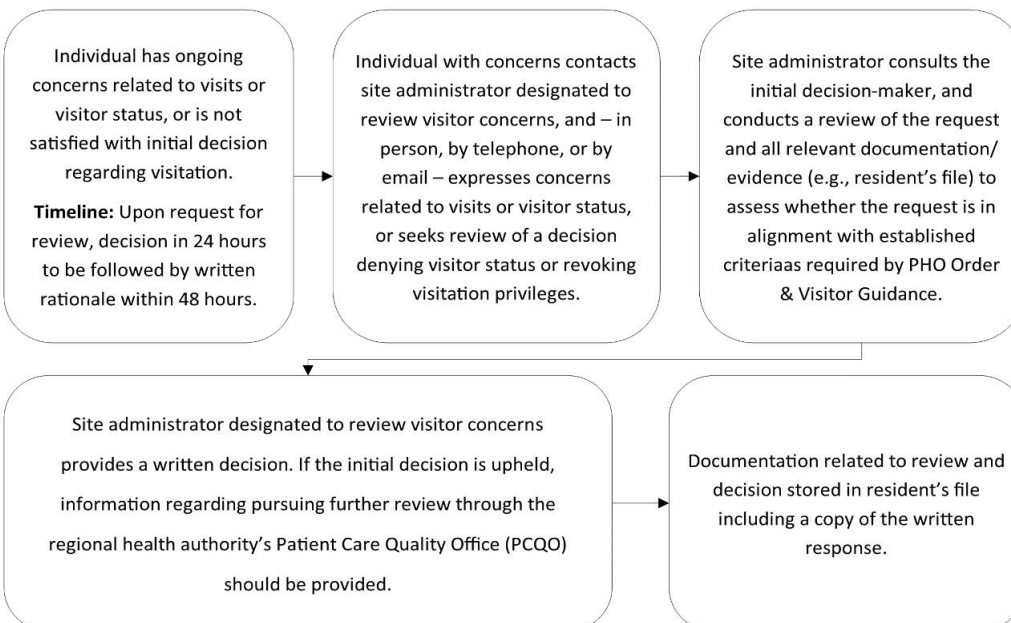
Visitor Appeal and Review Process

Reviews of decisions will proceed according to the process outlined in the algorithm below.

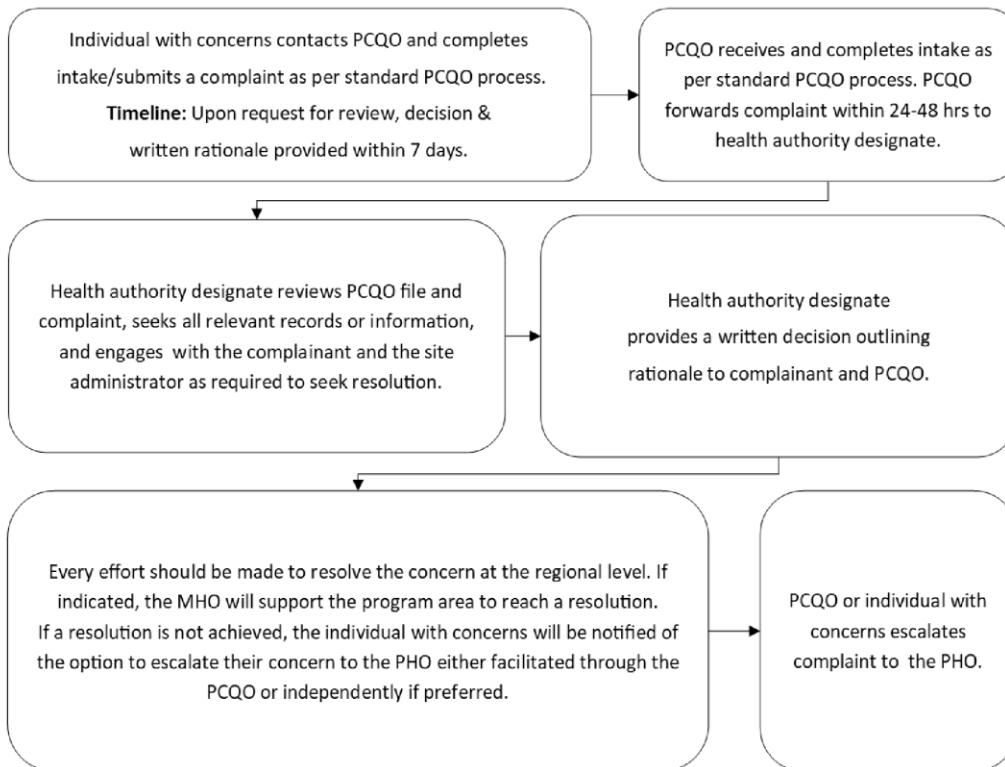
Step 1: Initial Decision by Clinical Leadership & Care Team



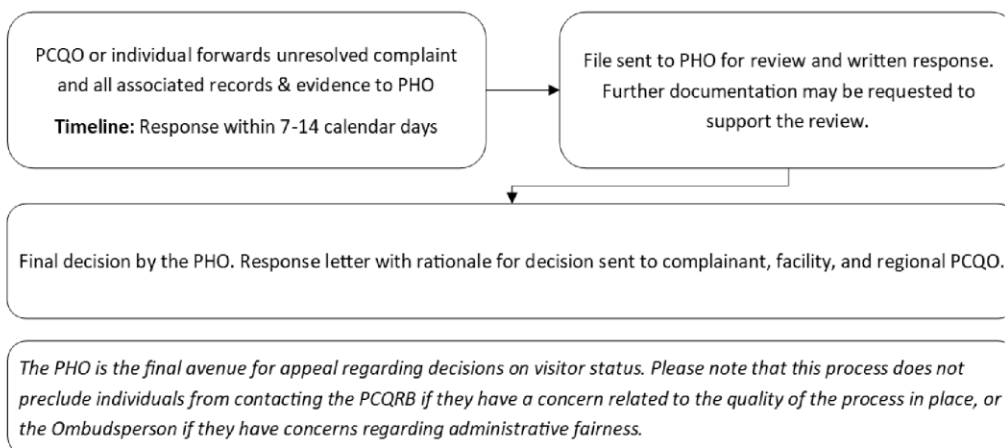
Step 2: Review by Site Administrator



Step 3: Health Authority Program Area Review through PCQO



Step 4: Final Review by PHO



Persons/Groups Consulted:

- Island Health Long-term Care Visitor Advisory Committee
- Island Health Long-term Care Practice Council
- Island Health Long-term Care Quality Council

Resources

- [Ministry of Health –Overview of Visitors in Long-Term Care and Seniors’ Assisted Living](#) February 25, 2021
- Provincial Health Order: [Visitation and Visitor Appeal and Review – February 5, 2021](#)
- Social Visiting: LTCF (<https://intranet.viha.ca/pnp/pnpdocs/social-visiting-long-term-care-facility.pdf>)
- LTC and AL Essential Visitor Determination Guideline (<https://intranet.viha.ca/pnp/pnpdocs/ltc-assisted-living-essential-visitor-determination.pdf>)
- Palliative and End of Life Care: Essential Visits Across ALL Care Settings (<https://intranet.viha.ca/covid-19/Documents/palliative-end-life-care-essential-visits-all-care-settings.pdf>)