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July 3, 2020

## MESSAGE REGARDING VISITS

Dear Residents and Families:

We have received the orders from the Provincial Health Officer and Fraser Health Authority with respect to allowing visits to Long Term Care and Assisted Living residences. The FHA also included a question and answer section and we have included that here for further clarification.

### HAPPENING NOW:

Visits will now be allowed under the following conditions:

- All visits must be pre-booked in advance with our receptionist
- Only 1 family member (or friend – ie ONE VISITOR) is allowed at any one time
- A visitor may bring a child (14 and younger) with them
- Visits will be booked every hour but each visit must end at the 45 minute period in order to allow our staff to disinfect the area and prepare it for the next visit
- We will have two locations. Outside on the patio, with entrance off of 52<sup>nd</sup> Avenue at 216<sup>th</sup> Street and inside in the Hangar, with entrance through the Hangar entrance. Please specify which location you would like when booking your visit with our receptionist
- Visitors must wear a mask for the entire duration of the visit and wash prior to and after the visit in a designated washroom
- Visitors and residents must maintain 2 metres of separation for the duration of the visit
- Visitors will be screened upon entrance for temperature and will be asked a series of questions to determine their wellness
- Each visit must be documented (date and time) and be available to FHA inspectors upon request

If you review the attached questions and answers from the FHA, most of your questions will probably be answered, but please feel free to call us for any clarification of the above.

We have to have a written plan in place that is for the visitations to begin that adheres to the requirements of the BCCDC. We will work on that, with the goal to begin bookings for visits this Monday, July 6<sup>th</sup> and visits beginning on Wednesday, July 8<sup>th</sup>.





### **WHAT TO LOOK FORWARD TO:**

Although there will not be an immediate relaxation of the rules regarding social outings, we look forward to this changing by the end of this month. B.C. continues to have a low rate of daily infections and as long as that continues, we should be able to slowly get back to normal soon. The health authorities caution that the 2 metre distancing will continue at least until fall, but we should see a relaxation so that those competent to abide by the public rules will be able to engage in social activities outside of Harrison Pointe.

We hope to reopen the Dining Room around this time as well, dependent upon what the orders for the end of the month entail. As indicated by the Fraser Health question and answer document attached, if there is a second wave, as there now is in the U.S., we can't predict what form any new orders may take, for both care homes and the general public.

We are optimistic that the wise rules and direction of Dr. Bonnie Henry will ensure that a second wave does not happen.

### **QUARANTINES:**

In accordance with the regulations, the following will be the conditions of quarantine, when a resident returns from a medical appointment or hospital stay:

#### **HOSPITAL/DENTAL (ACUTE):**

After a stay in a hospital, a resident must be swabbed and test negative for COVID-19, 24 hours prior to being re-admitted to Harrison Pointe. This will be done by the hospital. If negative, upon return, the resident will be quarantined for 14 days and have temperature checks twice per day.

After a test at a hospital or a visit to a dental office, the resident will be quarantined for 14 days and have temperature checks twice per day.

#### **DOCTOR APPOINTMENTS:**

Residents will be quarantined for 7 days with temperature checks and then checked twice daily for a further 7 days for temperature and symptoms.



In conclusion, although this is taking a toll on all of us, remember, so far we are all safe and sound. We will get there. This is the first step, albeit a baby step, for sure. But August is looking much brighter today than it did a month ago!

If you have any questions, please contact me via my direct line at 604-398-3266 or via email at [glenn.datum@gmail.com](mailto:glenn.datum@gmail.com).

Please remember that if you aren't able to eat a particular meal, you can let the kitchen know and an alternate meal will be brought to your suite. The best method for this is for you to check the daily menu posted and if you aren't able to eat that meal, let the kitchen or reception know and when we do the deliveries, we will make sure that you have an alternate selection.

"Together we will get through this by staying apart"

Thank you very much.

Sincerely,

Glenn S. Bell, BCLS, ASCT  
Co-Owner and General Manager



## **Questions & Answers**

### ***Social Visitation, Personal Services, Social Outings – Long-Term Care and Seniors’ Assisted Living Facilities***

Date: June 30, 2020

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#### **Social Visitation**

**What are the requirements for me to have social visits with my family member or friend who lives in a long-term care home or seniors’ assisted living residence?**

- To support visits in long-term care homes and seniors’ assisted living residences, guidance has been developed by the Ministry of Health, which requires that facilities take a number of precautions to reduce the risk to residents.
- Family/social visits are limited to a maximum of **one** family member or friend at a time as space permits in a facility.
- Our priority is protecting residents, so we are taking a cautious and phased approach. For the month of July, residents will be able to visit with **one designated** family member or friend.
- We will reassess in August and the hope is to be able to expand this to safely include other family members or friends going forward, though there may still be a limit on the number of visitors at a given time.
- All visits must be booked in advance to allow for the operators of long-term care and assisted living residences to safely accommodate scheduled visitors.
- Care homes/residences may offer visits at two key locations:
  - Outdoor locations, which are dedicated to visiting (weather permitting); and
  - Indoor designated locations.

- Visitors must bring a mask and wear it for the duration of the visit.
- Visits will not be allowed if there is an active COVID-19 outbreak at the home, and you will not be able to visit if you or the resident you are visiting are ill or have any COVID-19-like symptoms.

### **When will I be able to visit with my family member or friend who lives in a long-term care home or seniors' assisted living facility?**

- Long-term care homes and seniors' assisted living facilities will need time to make the adjustments necessary ensure the safety of residents.
- Enabling social visits will not happen overnight. Operators must develop a written plan in accordance with the practice requirements to make sure all necessary precautions are in place to protect residents and visitors.
- As part of the process, the operators of individual homes and facilities will engage with residents, families and care providers to let them know of the proposed next steps and the process for visits.
- If a facility is able to meet the requirements outlined in the provincial guidelines, then social visits will be able to take place.

### **Why are you starting with only one designated visitor per resident?**

- The safety of vulnerable residents is a priority.
- That is why we are taking a cautious and phased approach. It will allow us to limit the number of visitors to a facility and the contacts that a resident has.
- We will reassess in August and the hope is to be able to expand this to safely include other family members or friends going forward, though there may still be a limit to the number of visitors at a given time

### **Why are you only allowing one visitor per resident?**

- The safety of residents and staff is a priority.

- We have limited the number of visitors within a visiting group to best support physical distancing and ensure more families are able to participate in visits.

### **Will every long-term care or assisted living facility offer social visits for residents and their friends or family?**

- While we want to support families in reconnecting during this time, we recognize that accommodating all types of visits will not be possible at every site.
- Each home or residence must look at its unique infrastructure and resident population and determine if safe social visits can happen.
- We encourage families and friends to be patient with operators as they carefully consider how they can put in place plans that will enable a new way of visiting that meets provincial guidelines.
- The safety of residents, staff and visitors is a priority and the capacity of the home or residence to provide for visits will depend on whether all the appropriate safety measures, including the ability to maintain a two metre physical distance between residents and visitors, can be put in place during visits.
- Visits will not be allowed if there is an active COVID-19 outbreak at the home, and you will not be able to visit if you or the resident you are visiting are ill or have any COVID-19-like symptoms.
- We also continue to encourage families and friends to stay in touch virtually and remotely where in-person visitations are not possible.

### **Are there limits on the length of visits or the number of visits I can have in one week?**

- In the same way that each home or residence must look at its unique infrastructure and resident population to determine if safe social visits can happen, facility operators will need to carefully consider the length and frequency of visits that they can accommodate.

### **Can I bring food, drink, or gifts with me to the visit?**

- At this time, **NO ITEMS**, including food or drink, may be exchanged between the resident and their visitors, unless the item is currently part of the resident's care plan

### **What added safety measure are you putting in place to protect against COVID-19?**

- All visitors will be screened for signs and symptoms of illness, including COVID- 19, prior to every visit.
- If you have signs or symptoms of illness, or if you are in self-isolation or quarantine, you will not be permitted to visit.
- You will also be required to wash your hands with soap and water or use an alcohol-based hand sanitizer, make sure you cough or sneeze into your elbow and practice safe physical distancing.
- You will also be required to bring your own mask and wear it for the duration of the visit.
- Any furniture and surfaces in the visiting area will be sanitized at the end of each visit to meet BC Centre for Disease Control guidelines.
- Social visits will only be allowed if there is no active COVID-19 outbreak at the care home/residence.

### **What happens if I have an outdoor visit scheduled, but the weather is not good?**

- Visits may be cancelled due to poor weather.
- If alternative arrangements can be made that ensure a safe visit can occur in another location and two metre physical distancing can be maintained, that option is available at the discretion of the care home/residence.
- If an alternate space is not available to support a safe visit, your visit may need to be cancelled and rescheduled.

**Instead of meeting on the care home/residence grounds can I take my family member/ friend for a visit at another location?**

- **NO.** Residents must remain on the grounds of the care home/residence and in the designated visitation area for social visits.
- By having the visits occur on the grounds of the care home/residence appropriate measures can be put in place to protect against COVID-19, such as maintaining a two metre physical distance, which will help make sure that you and your loved ones remain safe.

**Will I be required to wear a mask? Will there be plexiglass separating us or anything like that?**

- All visitors must bring and wear a mask for the duration of their visit..
- Some care homes/residences may consider making physical alterations, such as adding plexiglass partitions, but this would be at the discretion of the care home/residence.
- This is not required to support social visits.

**Are you going to cancel visits again if there is a second wave of COVID-19?**

- The safety of vulnerable residents is a priority.
- If there is a second wave of COVID-19 it is possible that visits may need to again be temporarily restricted to prevent against the spread of this virus.
- Additionally, visits will not be allowed if there is an active COVID-19 outbreak at the home, and you will not be able to visit if you or the resident you are visiting are ill or have any COVID-19-like symptoms.