

May 21, 2020

Updated Guidance for Essential Visits

Family and Visitors

- Health authorities shall continue to restrict visitors to essential visits only.
- Health authority staff will determine if a visit is essential
- Essential visits can 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/client's physical care and mental well-being, including:
 - 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; 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/client for security reasons.
- Essential visits can occur with a COVID+ patient or client.
- This family and visitor policy shall be clearly posted on the health authority's main public website.
- This family and visitor policy, and all related expectations, shall be communicated in plain language to visitors prior to arrival or upon arrival at the facility. This information shall be available in English and all languages commonly spoken in the local community.
- Family and visitors not deemed essential who wish to have an immediate review of the decision shall be provided the ability to speak with an administrator or administrator on call
- 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 contact@patientcarequalityreviewboard.ca 1-866-952-2448
- Orders from the Provincial Health Officer or a Medical Health Officer take precedent over this policy.
- Essential visits shall be limited to one visitor per patient/client within the facility at a time. A visitor who is a child may be accompanied by one parent, guardian or family member.
- All visitors shall be screened for signs and symptoms of illness, including COVID-19, prior to every visit: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- Visitors with signs or symptoms of illness, as well as those in self-isolation or quarantine in accordance with public health directives, shall not be permitted to visit.
- Visitors shall be instructed when to perform hand hygiene, respiratory etiquette and safe physical distancing.
- Visitors shall be instructed on how to put on and remove any required PPE when visiting or caring for patients/clients who are on Droplet and Contact precautions. If the visitor is unable to adhere to appropriate precautions, the visitor shall be excluded from visiting.
- Visitors shall go directly to the patient/client they are visiting and exit the facility directly after their visit.
- Virtual visitation is strongly encouraged and should be supported where in-person visitation is not possible.

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