

HOW DO I PREPARE FOR A VISIT?



ALL PERSONS ENTERING A HEALTH FACILITY MUST WEAR A MASK



BE PREPARED TO ANSWER COVID-19 HEALTH SCREENING QUESTIONS



BRING PROOF OF VACCINATION AND VALID PHOTO ID



BE PREPARED TO SHARE APPROVED MEDICAL EXEMPTION DOCUMENTS IF APPLICABLE

Proof of vaccination includes one of the following:

- Electronic proof of BC Vaccine Card with QR Code and name of holder
- Printed copy of BC Vaccine Card with QR Code and name of holder
- Paper proof of vaccination issued by government or vaccination clinic with dates of dose(s) and name of holder

Valid photo ID (age 18+) includes any of the following:

- photo BC Services Card with photo
- Canadian Driver's License with photo
- passport including photo
- certificate of Indian Status
- Métis Nation BC citizenship and ID card

VISIT DECISION REVIEW

We know family members and support persons play an important role in the well-being, comfort, healing and recovery of a patient or client.

Questions or concerns about visit decisions? Please speak to a unit/program leader on-site at the time of your concern.

If you are unhappy about how your concerns were handled, please reach out to our Patient Care Quality Office:

- **Phone (toll-free):** 1-877-977-5797
- **Email:** patientcarequalityoffice@islandhealth.ca

NEED COVID-19 INFORMATION?

Island Health

- www.islandhealth.ca/covid19

BC Centre for Disease Control

- www.bccdc.ca

BC Vaccines

- www.getvaccinated.gov.bc.ca



Phone numbers for each hospital can be found at www.islandhealth.ca/our-locations

www.Islandhealth.ca • [@VanIslandHealth](https://twitter.com/VanIslandHealth)

Updated November 2021

VISITING AN ISLAND HEALTH HOSPITAL DURING THE PANDEMIC

WELCOME

PLEASE HAVE YOUR BC VACCINE CARD & I.D. READY FOR SIGN-IN



VISITOR INFORMATION

Effective November 2021, an additional validation step has been added to our screening process for visitors.*

To enter any Island Health hospital, visitors are now required to show proof of vaccination.

Exceptions will apply for:

- Children under 12 years
- Visitors with approved medical exemption documentation
- Unvaccinated visitors who meet specific care setting criteria

*In accordance with the Provincial Acute Visitors Policy.



YOUR PRIVACY

To protect the privacy of all visitors, we do not record vaccination information at our entrances.

As such, visitors may be asked to provide proof of vaccination at every visit.

VISITING GUIDELINES

All patients are eligible for up to two vaccinated visitors at a time.

SCREENING PROCESS FOR ALL VISITORS

1. We will walk through a list of screening questions for risk of exposure, signs and symptoms of COVID-19 prior to every visit.
2. Please provide proof of vaccination and matching photo ID:
 - Visitors with proof of full vaccination may enter the facility
 - Visitors with approved medical exemption documentation may enter the facility
 - Unvaccinated visitors (no doses), or those unable to provide proof, must qualify for an exception prior to entry:
 - ◇ Visitors requesting a visit based on the exception guidelines must put on a medical-grade mask and wait for instructions from a unit leader

ALL APPROVED VISITORS MUST:

- Clean hands before entering the facility and use hand sanitizer before/during/after their visit.
- Put on a new medical-grade mask (provided) and proceed to the visit location.
- Wear the mask provided in all clinical and non-clinical areas, and do not remove mask to eat or drink at the bedside.
- Respect the personal space of others.

WHAT VISITORS NEED TO KNOW

EXCEPTION GUIDELINES

Care teams will consider all requests for a visit from an **unvaccinated visitor** based on the following exception guidelines:

- Visits as a support person to the Emergency Department
- Visits to the Intensive Care Unit
- Visits for compassionate care (e.g. critical illness and end-of-life)
- Visits for pediatric care, labour and delivery
- Additional exceptions will be considered for spiritual, cultural and/or clinical needs by the care team

VISITORS NOT ELIGIBLE FOR EXEMPTION

- If you would like to discuss this decision with a unit/site leader, please wear a medical-grade mask and wait in the designated area for someone to meet with you.

**THANK YOU FOR YOUR
PATIENCE AND FOR HELPING
TO KEEP VULNERABLE
PATIENTS AND OUR CARE
TEAM SAFE.**