

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

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

**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](#) released January 7, 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)
    - Public site link: (in-development)
  - [Social Visiting: LTCF](#) (intranet link)
    - Public site link: (in-development)
  - [Palliative and End of Life Care: Essential Visits Across ALL Care Settings](#) (intranet link)
    - Public site link: (in-development)
- Island Health Patient Care Quality Office (PCQO) receives all concerns if not resolved on-site regarding visitor restrictions and facilitates timely resolution 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](mailto: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

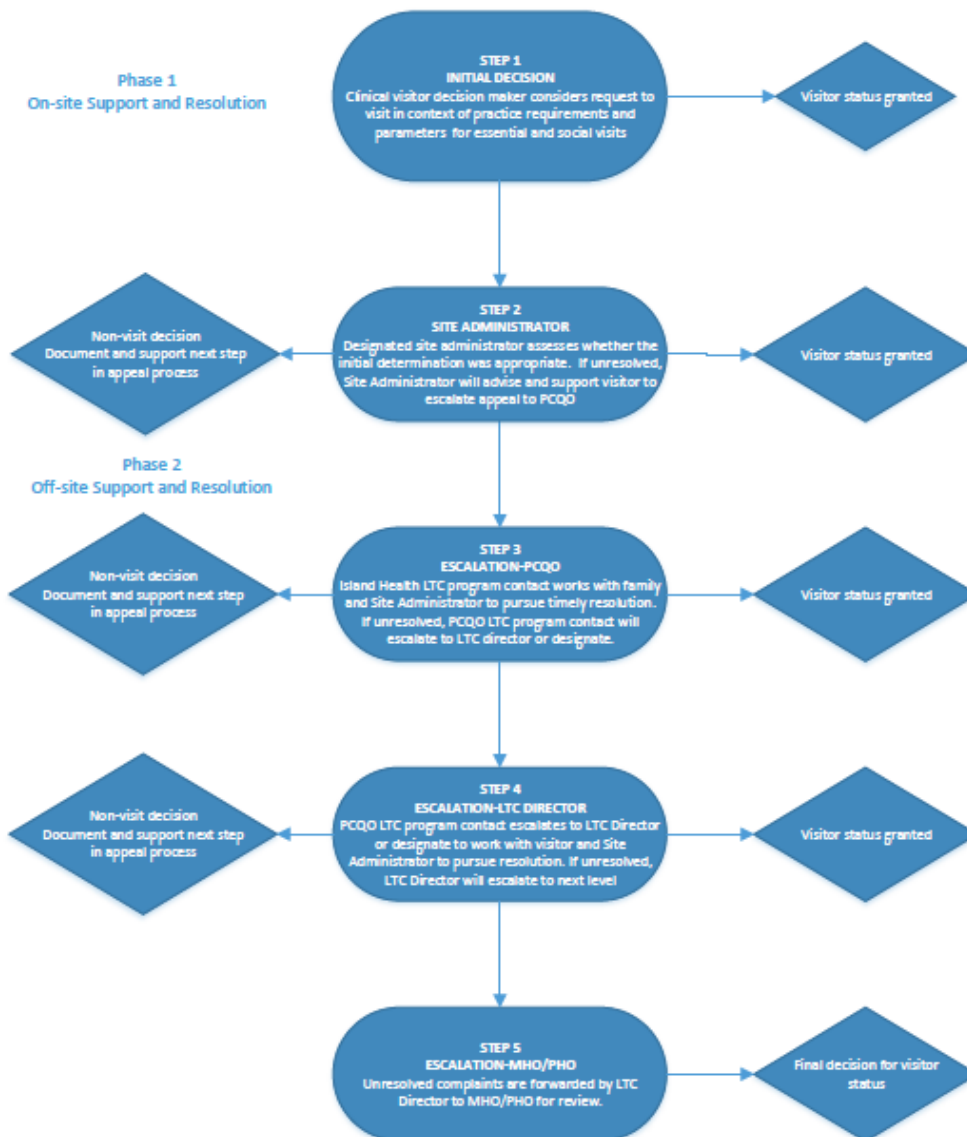
<i>Criteria</i>	<b>Social</b>	<b>Essential</b>	<b>Palliative End of life</b>
<i>Definition</i>	Visit not involved with residents health-care or support needs, purpose is social	Linked with essential need that could not be met in the absence of essential visit	Caring for individuals whose condition is 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>	Single designated visitor	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>	Determined by site-specific social visiting plan.	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>	Designated outdoor location Designated indoor location Single-resident room	Designated outdoor location Designated indoor location Resident room	Designated outdoor location Designated indoor location Resident room
<i>Outbreak declared</i>	Visits cancelled	May be permitted under guidance from local MHO	May be permitted under guidance from local MHO

## Visitor Appeal and Review Process



### LTC/AL Visitor Appeal and Review Process

Reviews of decisions will proceed according to the process outlined in the algorithm below. If resolution or mutual agreement cannot be reached between visitor and Site administration, clear communication of the next steps will be provided for off-site support and resolution.



Owner: LTC COVID-19 Practice Approval Council

Date/Time Issued: 2021-JAN-21

Page 3 of 4

**This document is in effect until the end of the COVID-19 response.** It has been prepared solely for use at Island Health. Island Health accepts no responsibility for use of this material by any person or organization not associated with Island Health. A printed copy of this document may not reflect the current, electronic version on the Island Health Intranet.

### 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

*(e.g., Definitions, Related Island Health Standards, References)*

- [Ministry of Health –Overview of Visitors in Long-Term Care and Seniors’ Assisted Living](#)
- Regional/Provincial Health Orders
- 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>)

### Appendix



LTC/AL Appeal and  
Review Process Flowc