

Designated Visitor Guidelines

July 13, 2020 Update

A Message from Broadmead Care

Dear Designated Social Visitor,

We are delighted to welcome you back into our Broadmead Care Homes. On June 30, the Minister of Health, Adrian Dix and the Provincial Health Officer, Dr. Bonnie Henry announced that long term care homes may open their doors for social visits, allowing residents to have in-person visits with one single designated visitor. Visits will be booked in advance starting July 15, 2020 and will occur in one of three areas: Outside, Indoors, or in some cases in a single room. Visits will be scheduled based on a Care Homes ability and capacity to offer and manage visits in a healthy and safe way.

The Ministry of Health (MoH) has developed clear guidelines to support visits between families and residents of long term care. These guidelines set out how visits will be methodically and thoughtfully managed, so as to balance the importance of in-person visits with the need for safety. Each Broadmead Care Home has developed a plan and process that supports the MoH guidelines.

We ask for your patience and understanding as we implement and follow these guidelines to ensure your safety as well as that of the residents and staff. We both have a collective accountability and commitment to adhere to the guidelines to reduce risk for you, residents, other visitors and staff. Please review the following prior to your visit:

Pre-Visit

- Residents will be able to visit with **one** family member or friend – you have been selected or assigned as the single designated visitor.
- Visitors are required to review the process and guidelines for visiting; and to **complete the pre-screening questionnaire** (click on the picture provided at the end of this e-newsletter).
- Visits are not allowed if there is an active COVID-19 outbreak at the Care Home of your loved one.
- Visitors will not be able to visit if you or the resident you are visiting are sick or have any COVID-19 symptoms.
- All visits must be booked in advance to allow for them to be conducted safely.
- Visits are scheduled by calling the Care Home Receptionist on main phone line during business hours. See phone numbers below.
- A medical grade surgical or procedural mask will be provided. A cloth mask is not acceptable.
- The date, time and location of your visit will be confirmed by the Receptionist.
- All visits will take place in a specific “visiting location,” which will be organized by each Care Home. This will be in a designated area either outdoors; indoors; or bedside in the resident’s room (if single occupancy).
- Social visits will be scheduled for 30 - 60 minutes. This time must be respected as exceeding this time may impact the social visits of other residents.
- A staff member will let you know if the resident is unable to visit at the scheduled time. The visit will have to be rescheduled.
- Visit the Broadmead Care website at **www.broadmeadcare.com** (will be updated on Tuesday, July 14) for more information related to Social Visits.

Visiting

- Please arrive at your scheduled time slot.
- You will be asked to complete a screening form, which includes questions regarding signs and symptoms of illness, including COVID-19, prior to every visit.
- Once you have completed the screening process, you will be asked to sign into the logbook and to provide contact information (phone number or email for Public Health Contact Tracing).
- Visitors will be shown and need to demonstrate effective hand hygiene and appropriate coughing/respiratory etiquette before being allowed to visit.
- You will be escorted directly to the specific “visiting location.”
- If indoors, visitors are required to wear a medical grade surgical or procedural mask and wear it for the duration of their visit. Cloth masks are not acceptable. For outside visits a mask is to be worn if unable to maintain 2m physical distance.
- Visitors will maintain a physical distance of 2m or 6 feet from other residents and staff.
- Social visits are 30 - 60 minutes in duration. This time must be respected as exceeding this time may impact the social visits of other residents.
- Please don't bring any food or beverages for you or the resident you are visiting.
- You will not be able to use the washroom facilities during your visit.
- Please ensure you follow the guidelines in place. If there is something you don't understand, please ask.

Post-Visit

- Immediately after a visit, please conduct appropriate hand hygiene, sign out of the logbook and remove your mask.
- Visitors must leave the facility directly after signing out.
- We encourage families and friends to stay in touch with residents virtually or remotely.

As a reminder, the best practice for the prevention of transmission of the COVID-19 virus is to frequently wash your hands, cough and sneeze into your elbow or a tissue, do not touch your face, maintain a physical distance of 2m and wear a mask.

We would like to thank you in advance for your assistance and understanding as we ensure all of our residents have an opportunity to visit with their single designated visitor. By working together, we will continue to live in The Broadmead Way: with kindness, with gratitude, and with great love.

Once again, we look forward to seeing you.

Sincerely,



David Cheperdak
President & CEO

Veterans Memorial Lodge: 250-658-0311

- Designated visitors will contact Reception at Veterans Memorial Lodge to schedule a social visit.
- Reception is available 7 days per week. Leave a message if no one available to take your call.

Pre-Screening Tool for Designated Visitors

- Click on the image below to access the Pre-Screening Tool.
- This questionnaire must be completed 4 - 12 hours prior to your visit.

Good Morning/Good Afternoon,

To make sure we all stay safe and healthy, we are asking all designated visitors to self-check by answering the following pre-screening question about their health between 4 to 12 hours prior to your visit. You do not need to bring this questionnaire to your visit.

Pre-Screening Questions:

1. Are you experiencing any of the following symptoms?		
• Fever	<input type="checkbox"/> Yes <input type="checkbox"/> No	• Nausea and/or vomiting
• Stuffy or runny nose	<input type="checkbox"/> Yes <input type="checkbox"/> No	• Diarrhea
• Sore throat or painful swallowing	<input type="checkbox"/> Yes <input type="checkbox"/> No	• Fatigue
• Difficulty breathing	<input type="checkbox"/> Yes <input type="checkbox"/> No	• Muscle aches
• New or worsening cough (Cough that is not due to seasonal allergies or known pre-existing condition)	<input type="checkbox"/> Yes <input type="checkbox"/> No	• Loss of appetite
		• Loss of sense of smell
		• Headache
		• Chills
2. Have you traveled outside of Canada within the last 14 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Have you had close contact with a confirmed/probable case of COVID-19 within the last 14 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Have you been in close contact with someone who has COVID-19 symptoms within the last 14 days? (Cough, sneezing, runny nose, fever, sore throat, difficulty breathing, or episodes of vomiting and/or diarrhea)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Have you been told to self-isolate in accordance with Public Health directives?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

- If you answer **NO** to all questions, you have passed the pre-screening and may be able to visit with a resident. Thank you.
- If you answer **YES** to any question, you have not passed the pre-screening and **CANNOT** enter the Care Home to visit a resident. If you have questions or concerns, please contact your health care provider of HealthLinkBC or 81-1-1 for health advice.

You will be screened again when you arrive on site.

Thank You!

Visit our website

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