



March 26, 2021

Dear Good Samaritan Canada families and residents,

This week, the Government of British Columbia announced updated visitation and resident outing restrictions that will take **effect on April 1, 2021**. We know that this is an exciting time for our residents and their loved ones, and we are working to develop a plan to implement the changes safely. We ask for your patience as we work to set up the new protocols required to be in place by April 1.

Resident Outings

Following the updated protocols, residents will be supported to leave the care home for appropriate outings and family visits (not just essential outings). Residents will not be required to isolate themselves when they return from an outing. Residents will be advised before leaving how vital physical distancing is, wearing a mask and practising hand hygiene while they are away.

Essential and Social Visits

I wanted to share some important information with you regarding the difference between essential and social visits. Essential visits are necessarily linked with an essential need that could not be met in the absence of the essential visit. Care home staff will determine if a visit is essential. **The essential visitor policy has not changed at this time.** An essential visit includes:

- Visits for compassionate care, including critical illness, palliative care, hospice care, end of life, and medical assistance in dying;
- Visits paramount to the resident's physical care and mental wellbeing (e.g., assistance with feeding, mobility, personal care or communication, assistance by designated representatives for persons with disabilities); and
- Visits for supported decision-making.
- Existing registered volunteers providing the services described above;
- Visits required to move belongings in/out of a resident's room; and
- Police, correctional officers and peace officers accompanying a resident for security reasons.
- Essential visits shall be limited to one visitor per resident within the care home at a time (except in the case of palliative/end-of-life care).
- An essential visit is not a social visit, and essential visits are permitted in a care home/residence that has an active COVID-19 outbreak under guidance and direction from the local medical health officer.

The primary purpose of social visits is to provide opportunities to spend time with loved ones and support the emotional wellbeing of residents. **Social visits must be booked in advance.** Bookings for indoor visits can be made for a maximum of two adult visitors (+1 child) at one time. Bookings for outdoor visits must align with current Public Health Order guidance on outdoor gatherings for the public. A social visit includes:

- Someone not involved in the resident's health-care or support needs;
- Someone whose time with the resident is discretionary and usually temporary, or
- Visiting for purposes that are more social in nature.
- Social visits are no longer limited to one designated family member or friend. Additional family members and friends are allowed with a **maximum** of two visitors (+1 child) at the same time if the visit is indoors.
- Residents will meet their visitors in a pre-determined visiting location, such as the resident's room or a communal visiting location (indoor or outdoor). Residents may have more than two social visitors in alignment with current provincial health officer guidelines if visiting outdoors, in an appropriate location and adhering to infection, prevention and control requirements (wearing a mask and performing hand hygiene).
- Social visits will only be allowed if there is no active COVID-19 outbreak at the care home and will cease immediately if an outbreak is declared. Visits will resume immediately when the outbreak is declared over.

Visitation Process

All visitors, regardless of whether they are social or essential visits, will be actively screened for signs and symptoms of illness, including COVID-19, before entry to the care home at every visit. Visitors with signs and symptoms of illness and those in self-isolation or quarantine shall not be permitted to visit. Visitors will be required to go directly to the designated visiting space and to limit their movement throughout the care home.

In addition, all visitors will be required to perform hand hygiene and safe physical distancing. We will also provide visitors with a medical mask that is required to be worn for the duration of both indoor and outdoor visits. If appropriate precautions are followed (mask is worn properly and hand hygiene completed), visitors may be in physical contact with the resident they are visiting.

Please keep in mind that if you are visiting a resident who requires additional precautions, you will be instructed on how to put on and remove any additional required personal protective equipment (e.g. gown, gloves or eye protection).

As part of our own internal processes, I can assure you that any furniture or surfaces in communal visit areas will be cleaned and disinfected at the end of each visit following the provincial infection, prevention and control requirements. Per the government guidelines, visits in residents' rooms will not require additional enhanced cleaning following visits.

Visitor Appeal and Review Process for Essential and Social Visits

To ensure fair and consistent decision making, visitors can request an immediate review of any decisions made related to visitor status by requesting to speak to the site manager or their designate. Good Samaritan will follow the visitor appeal and review process that has been developed by the BC Centre for Disease Control and the BC Ministry of Health.

I know that this is a lot of information to take in, so we have included a Q&A document developed by the Government of British Columbia. If you have any questions or concerns, please continue to reach out to your site manager or email goodsaminfo@gss.org.

Thank you for your patience and understanding as we continue to manage the COVID-19 pandemic. Your support has meant a lot to our employees.

Sincerely,

A handwritten signature in cursive script that reads "Edythe Andison".

Edythe Andison
Director of Quality and Clinical Supports
Interim EOC Incident Commander

Questions & Answers

Long-Term Care and Seniors' Assisted Living Facilities – Easing Visitor Restrictions

Updated: March 25, 2021

What are the key changes to the social visitor policy for long-term care (LTC) and seniors' assisted living (AL) facilities?

- Family/social visits are no longer limited to **one** designated family member or friend. **Additional** family members and friends are allowed with a **maximum of two visitors** (plus one child) at the same time if the visit is indoors.
- Residents may have more social visitors outdoors, in an appropriate location, and in alignment with current provincial health officer [guidelines](#). Infection prevention and control measures (e.g., visitors must be screened for signs and symptoms of illness prior to every visit, practice hand hygiene, respiratory etiquette – cough or sneeze into elbows sleeves and dispose used tissues properly – and wear medical masks) must be followed.
- There are no longer restrictions on the location, frequency, or duration of visits, and visits can now take place in residents' rooms.
- Physical touch between residents and their visitors is now allowed with infection prevention and control measures in place.
- Every resident is entitled to regular, routine, frequent opportunities for social visitation, allowing for a minimum of 60 minutes if desired.

What other restrictions are being lifted?

- Residents will be supported to leave the facility for appropriate outings and family visits (not just essential outings). Residents will not be required to isolate when they return from an outing.

- Residents will also no longer be required to isolate for 14 days upon admission to a LTC or seniors' AL facility.

Have you also made changes to the essential visitor policy?

- The essential visitor policy for LTC and seniors' AL remains in place with no changes
- The essential visitor guidelines include:
 - 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 mobility or personal care;
 - Communication assistance and supported decision-making for people with disabilities; and,
 - Existing registered volunteers providing services as described.
 - Essential visits are limited to one visitor at a time. For palliative and end-of-life care, more than one visitor may be allowed at a time.

What other requirements remain in effect for visitors and residents in LTC and seniors' AL facilities?

- Residents and visitors are still expected to practice proper hand hygiene, and respiratory etiquette. Visitors are still required to wear a medical mask when visiting.
- Social visits must still be **scheduled in advance** and tracked for contact tracing.
- Visitors will still be **screened for signs and symptoms of illness, including COVID-19, before their visits.**

- Visitation will be suspended if there is an active COVID-19 outbreak at the facility.

When do these changes take effect?

- We recognize that health authorities, operators and staff will need some time to prepare for and communicate the changes to residents, their families and friends.
- This is why we are announcing the easing of restrictions now and providing LTC and seniors' AL operators one week to prepare, plan and communicate the changes to residents and families.
- The changes will take effect on April 1, 2021.

Why are you making these changes now?

- Recognizing that LTC and seniors' AL facilities are home to some of our most vulnerable citizens who are at risk of serious complications from COVID-19, the Province implemented restrictions to reduce the risk of transmission for residents and staff during the earlier phases of the pandemic.
- While the restrictions were necessary to keep residents and staff safe, we know they have been challenging for many residents and their families.
- The ministry and the provincial health officer review COVID-19 guidelines and policies regularly and based on successful immunization efforts for residents and staff in all facilities, combined with visitor screening and infection and prevention control measures, we are easing some of the restrictions for residents and families.
- For example, as of February 15, 2021, many staff, residents and essential visitors in all LTC and seniors' AL settings have been vaccinated with their first dose and several with their second dose.
- More than 90% of LTC and seniors' AL facility residents provincewide have received their first dose of COVID-19 vaccine. Immunization for the

remaining, small number of residents who have not received their first dose and wish to do so is being prioritized.

- The vaccine has proven to be highly effective and these changes are being implemented in all LTC and seniors' AL facilities in B.C. now that the majority of residents have received their first dose of COVID-19 vaccine for protection.

Why have you removed the requirement for a resident to isolate for 14 days upon admission to a LTC or seniors' AL facility?

- The requirement for residents to isolate for 14 days upon admission was put in place at the height of the COVID-19 pandemic to keep residents and staff safe, but we know this has been challenging for many residents and their families.
- With the majority of LTC and seniors' AL facility residents provincewide having received their first dose of COVID-19 vaccine, the risk of transmission is low.
- As well, all individuals are offered the opportunity for immunization while awaiting placement in a LTC or seniors' AL facility, meaning that many will already be vaccinated upon their arrival at the facility.

You have lifted the 14 day isolation requirement for new admissions. Are you also ramping up vaccination for these individuals?

- Yes. All individuals being assessed or awaiting placement in a LTC or seniors' AL facility are offered the opportunity for immunization.

Will residents being admitted to LTC or seniors' AL require a COVID test?

- No, asymptomatic testing has shown very little benefit. All individuals being assessed or awaiting placement in a LTC or seniors' AL facility will be offered the opportunity for immunization.

What if a resident isn't immunized yet, do the changes still apply to them?

- Yes. The changes apply to all residents in LTC and seniors' AL, whether they have been immunized for COVID-19 or not.
- While we strongly encourage immunization, it is not mandatory for all residents.
- For example, we know that some residents will be unable to be immunized for medical reasons.
- That is why we have been working to provide immunization opportunities to as many LTC and seniors' AL residents and staff as possible to help reduce the risk of transmission in the facilities.

The visitor policy states there is no restriction on location, frequency and duration of visits, but is there a set number of visits a resident can have in a single day?

- No. Any limits on the frequency or duration of visits should only be to meet WorkSafe BC guidelines and facility visitation safety plans.
- Every resident is entitled to regular, routine, frequent opportunities for social visitation, allowing for a minimum of 60 minutes if desired
- Visits must still be scheduled in advance and tracked for contact tracing.

If there is an outbreak will social visitation be suspended?

- Social visitation would be suspended when there is an active outbreak, which is defined as a confirmed case in a single resident or a single staff member where there has been exposure in the facility

Is there a requirement for operators for enhanced cleaning of resident rooms after each visit?

- No. Unless a visit is in a common area, there is no expectation of enhanced cleaning after a social visit in a resident's room.

Are operators expected to monitor social visits?

- No. Facility staff are not required to monitor social visits – in resident rooms or in other areas of the facility.

With these changes there is a potential for a significant increase in social visitors. Are you putting any supports in place to support operators and staff?

- As announced last summer, the Province is providing \$122.4 million for operators to hire additional staff to support safe visitation and to date, 1,480 individuals have been hired.
- We hope that allowing visits to now occur in multiple locations, including residents' rooms will help reduce the need to move residents to and from visiting areas. And, while strict infection prevention and control protocols are still in place, visitation in resident rooms should reduce the need for additional enhanced cleaning required between visits.
- In addition, social visitation will still need to be scheduled in advance, which will also help operators and staff to spread out visits where possible to help manage the flow of visitors.

Are residents and family members/ friends required to wear medical masks for social visits and outings?

- Yes. Visitors are still expected to wear a medical mask when visiting their family member or friend in the facility. They should also practice hand hygiene, respiratory etiquette and maintain physical distance from other residents, visitors, and staff while they are on-site.
- For residents who have outings or family visits outside of the facility, we encourage them to follow the public health guidelines for everyone else in the community.
- These include frequent hand hygiene, respiratory etiquette, maintaining physical distance from people where possible and wearing a mask in indoor public settings or where physical distance cannot be maintained.

Will you be immunizing social visitors?

- At this time the focus is on immunizing residents, staff and essential visitors, which we know adds a layer of protection for those in the facility, especially residents who cannot be immunized for medical reasons.
- And to further protect residents, staff and visitors, strict infection prevention and control precautions remain in place in LTC and seniors' AL facilities. Social visitors are required to book their visits in advance, be screened before entry, wear a medical mask, practice hand hygiene, cough/sneeze into their elbows and maintain their physical distance from other visitors and staff.
- The Province is also in phase 2 of BC's [Immunization Plan](#), which means that more members of the community, especially high-risk populations, have received at least one dose of the vaccine or will soon.

Have you considered using POC rapid testing to screen social visitors who have not been vaccinated?

- The Province is using point-of-care (POC) testing as another tool to support public health in contact tracing and outbreak response efforts in rural and remote communities, as well as some worksites and congregate living settings where there is a high risk for outbreaks with vulnerable populations, including LTC facilities.
- While POC testing is used at some LTC facilities, it is primarily used to enhance screening of LTC staff to prevent outbreaks and as part of a public health investigation to keep other staff and residents safe. It is not intended to be used as a screening tool for general social visitors at this time.
- It is important to note that POC tests do not replace any of the public health orders, protective measures or COVID-19 safety plans. The requirements for visitors (social visits) remain in effect: visitors will need to schedule their visits in advance, be screened before entry and follow infection control and prevention practices (hand hygiene, maintain physical distance from other visitors and staff while on-site, wearing medical masks and cough/sneeze into their elbows).

- Also, if there is an active outbreak, social visits will be temporarily suspended. All of these measures will help to reduce the risk of transmission and keep residents, staff, health-care workers and visitors safe.

Immunization rates among staff are lower than residents. Should immunization for staff be mandatory?

- While immunizing as many people as possible is the goal, immunization is not mandatory for staff or residents.
- We recognize that there are a number of reasons why an individual may choose not to be immunized, including due to medical conditions.
- Vaccine effectiveness and protection is very high for residents, even after one dose.
- And, as more residents receive a second dose an additional level of protection will be added.
- We continue to offer immunization opportunities to staff to encourage uptake.
- We will also continue to provide information to support staff who may be hesitant about being immunized.

As more people in the community are immunized will you look at further easing of the restrictions?

- The Province had implemented restrictions at LTC and seniors' AL facilities to reduce the risk of COVID-19 transmission for residents and staff during the earlier phases of the pandemic.
- That said, we know how important visits are to the health and wellbeing of residents, their families and friends, which is why we are easing some of the restrictions based on the current immunization situation at LTC and seniors' AL facilities.
- We regularly re-evaluate the restrictions that are still in place. We will revisit this easing of restrictions in three months and may adjust based on

the progress of immunization and the COVID-19 situation in the community.

If an individual has questions or concerns about decisions made regarding their visitor status. What is the process?

- Visitors can request an immediate review of any decisions made related to their visitor status and will be able to speak with an administrator or administrator on call.
- Further reviews of decisions are done through, or facilitated by, the health authority Patient Care Quality Office.
- If a visitor remains unsatisfied, a formal appeal for review can be submitted to the PHO.
- For more information on the review process, please see the Ministry of Health's overview of visitors in long-term care and seniors' assisted living guidance, available on the BC Centre for Disease Control's [website](#).

Are volunteers now allowed widely back into LTC and seniors' AL facilities?

- Currently volunteers can be designated as essential under the ministry policy for essential visitation and this will remain in place.
- As we continue to review and evaluate visitor restrictions, the introduction of non-essential volunteers will be considered.

Outings

Do operators need to supply personal protective equipment for residents to wear when they are leaving the facility on an outing?

- Yes. The expectation is that operators will provide residents with a medical mask to wear when they are leaving the facility on an outing.

Is there a limit on the number of outings a resident can have or the length of their outing?

- No. Residents may leave the facility for appropriate outings and family visits, and there is no requirement for residents to isolate when they return from an outing.
- While there is no restriction on the length of outings, residents should keep in mind that settings outside of their facility may not have as rigorous infection prevention and control practices as their facilities and the risk of transmission for COVID-19 and other illnesses are likely higher.
- As a result, when residents are outside of the facilities, they should follow general infection prevention best practices such as maintaining physical distance from other people where possible, frequent hand hygiene, respiratory etiquette and wearing a mask when they are in indoor public settings or are unable to maintain a physical distance from others.

What is considered an appropriate outing?

- While residents may leave for social outings outside of facilities, it is important for residents, their families, and friends to keep in mind that there are still provincial COVID-19 restrictions for the general public that also apply to them.
- For instance, the provincial health officer [order](#) on gatherings and events limits the number of people who can attend outdoor and indoor social gathering. Large groups of people outside a person's core bubble are not allowed. This includes large family celebrations or events both indoors and outdoors.
- For more information on current provincial restrictions and PHO orders, visit: <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions>.

Are residents able to go on overnight visits with family or friends?

- Yes, residents are able to go on overnight visits, if they choose, and there is no requirement for residents to isolate when they return from an outing

Dining and group recreational activities:

What other restrictions at LTC and seniors' AL facilities have you removed today?

- Physical distance restrictions between residents within the facility have been revised so residents can participate in shared dining and small group social or recreational activities within a facility unit or floor.

Are residents required to wear medical masks for shared dining and small group social or recreational activities?

- Under the [provincial policy](#), only health-care workers, staff and visitors are required to wear a medical mask on-site.
- In general, residents without suspected or confirmed COVID-19 illness are not required to wear a medical mask when they move around in the facility.
- Only residents with suspected or confirmed COVID-19 illness are required to wear medical masks (if tolerated) or use tissues to cover their mouth and nose. In these situations, these residents are required to isolate and stay in their rooms or bed space as much as possible to minimize the risk of transmission to other residents and staff.

What other measures will be required to be put in place by facilities to support shared dining and group recreational activities.

- Residents can now attend small group social and recreational activities for residents with a facility unit or floor without having to maintain physical distance. They can also go back to eating at the same time and sitting at tables with other residents.
- All of these will help to reduce the workload for staff (for example, staggering mealtimes and rearranging the room or furniture) so we do not expect health authorities and facilities will need to have additional measures or support to return to previous routines.