



How you want to be treated.

March 23, 2020

INFORMATION BULLETIN: UPDATED LONG TERM CARE VISITING RULES

In response to the COVID-19 pandemic, Providence Health Care is working closely with the Ministry of Health and BC's other health authorities to protect the health of all British Columbians, including seniors living in long-term care homes.

An order was issued on March 20th by Vancouver Coastal Health's Medical Health Officer which changes the visiting policy in Long Term Care (LTC) effective immediately.

The order directs us to deny access to any and all visitors to LTC, with the limited exception of the immediate family members of a resident who is clinically assessed to be at end of life and the spiritual advisor to this resident, in which case such individuals will be subject to enhanced screening for COVID-19.

To protect our seniors and address anticipated pressures on the acute care system, Providence is adopting the advice of Ministry of Health for health authorities to:

- Temporarily suspend inter-facility transfers, except in circumstances of intolerable risk, until further notice and ensure clients' place on the wait list for transfer is maintained during the suspension of transfers;
- Temporarily suspend all health authority operated/funded home & community care (HCC) adult day programs and;

We understand these are incredibly trying times for our residents and families. But the measures are vital right now to ensure our long-term care sites have the strongest infection controls possible.

Rest assured we continue to use enhanced cleaning and social-distancing measures to protect your loved ones.

While personal visits are limited, we continue to help families with creative ways to communicate "virtually" with their loved ones, including via Skype or FaceTime on a mobile phone. Please connect directly with your contact at the home where your family lives for more ideas.

To email a message please go to <http://www.providencehealthcare.org/hospitals-residences/st-pauls-hospital/info-patients-families/well-wishes-email>. We'll be sure your mailed wishes and greetings get to your loved one.

We will advise you when the visiting rules are relaxed or lifted and we will be in regular touch with you.

Don't forget to check here for updates: www.providencehealthcare.org/ltc-covid19.

Thank you.