

Updated Essential Visitors Initiative

Visitors to Long Term Care and Assisted Living homes in BC are facilitated under one of two provincial health directives: Essential Visitors and Social Visitors. As communities in BC and beyond continue to ‘open up’, the expanded visitor guidelines for Long Term Care and Assisted Living place our residents at greater risk to exposure of Covid-19. Vigilance with screening, hand washing, physical distancing and the proper use of PPE is increasingly important to keep our residents safe.

To discuss or schedule an Essential Visits or Social Visits in any Trillium Community, please contact the home directly for information and guidance on how the home is facilitating these visits safely. Safety Plans have been approved for all Trillium Communities and the Executive Director or designate will discuss this with you.

As you can imagine, our homes are working extremely hard to facilitate the high number of requests for Visits and we really appreciate your patience. I read something years ago that resonates for me now as we navigate yet another new initiative in the age of Covid-19: Be Kind, everyone is fighting a battle you know nothing about. Well, I think we all know the battle.... but we don’t necessarily know how it has affected people’s personal lives, their family, finances, security, etc.

To recap, both types of Visits must be scheduled in advance, the Visitor will be screened when entering the home and a surgical-grade mask will be provided. While physical distancing is recommended, we acknowledge that physical proximity and touching provides you and your loved ones with comfort. Visits will not be ‘supervised’ – we value and honour our resident’s right to privacy. Pre-screening and education will be provided to all who visit, and we trust that all who come to Visit have the best interests of our Residents at heart.

Essential Visits may be facilitated for:

- compassionate care (end of life and critical illness)
- Visits considered paramount to resident care and wellbeing, such as assistance with feeding or mobility
- More than one significant visitor may be accommodated

Social Visits

- One designated Visitor per resident
- Must be scheduled in advance

At any time, if you have questions or concerns, please see the Executive Director of the home, or feel free to reach out to me personally.

Thank you for your patience and support as we continue to navigate our new reality together.

Sincerely,
Kris Coventry
Chief Operating Officer
Trillium Communities