

Memorandum

Date: March 17, 2020
To: Long-term care homes – Directors and Managers
From: Karin Olson – Chief Operating Officer, Coastal Community of Care, Vancouver Coastal Health
Re: **COVID-19 – What to say if asked about changes to visitation rules for long-term care homes**

Please share the following speaking points with reception, administration and volunteers and anyone else who interacts with the public at your long-term care home.

Talking points for reception, administration and volunteers.

Please use the following points if you are asked about the change in visitation rules in long-term care homes

- Due to the uncertainty around COVID-19, there is a change in visitation rules.
- In our on-going efforts to protect the health and safety of residents and staff in long-term care homes, we are limiting visits to “essential visitors” only.
- Essential visitors include compassionate visits for end-of-life, as well as visits that support resident care plans, such as assisting with feeding and/or mobility.
- We hope you understand these new rules are in place as a precautionary measure to ensure the safety of residents, staff and physicians.
- We understand and apologize for any inconvenience this may cause.
- We can assure you this long-term care home is a safe place and these new visitation measures will give us the strongest infection control possible.
- If you are visiting a family member, please follow the important measure protocol of washing your hands with soap and water or hand sanitizer, and not touching your face.
- If you feel sick, please don't visit.
- We will advise the public when these new rules are lifted.
- Please check our website for up-to-date information. www.vch.ca/covid19