

**Keeping Residents & Families Connected:
Window Visits during Visitation Restrictions**

**Please note that there are a few things that will limit the scheduling and the actual visitation;
Yom Tov/Holy Days. This will come into play the week of April 6th as Passover begins.**

Amid the COVID-19 outbreak the BC Centre for Disease Control implemented restricting visitors at Long Term Care Facilities.

At the Louis Brier, we are looking at ways for you to spend time with your love one while following these regulations and maintaining safe social distancing recommendations as well as proper infection control practices and regulations.

We know these restrictions can be very difficult on you and your loved one, so we are now offering scheduled **Telephone Calls at the Window Visits** where families can pre-book a time to converse with their loved one via cell phone through the lobby window of the Louis Brier.

The Telephone Calls at the Window Visits may be scheduled during regular business hours (10:00 – 6:00 PM) Sunday – Friday. Telephone calls are limited to 30 minutes maximum per day/per resident and families may contact the LB Receptionist at the LBHH (604-261-9376) to schedule their **Window Visit**. The Reception staff will be booking the visits to ensure that the telephone /window visits will be at staggered times throughout the day to prevent too many people on the premises or too many residents gathered together at the window, at any one time.

Frequently Asked Questions:

- **What do I need to get this started?**
Families will require a companion to facilitate the telephone conversation between the resident and the family; to support the resident to the lobby site; to connect the resident to the family and to monitor the length of the telephone call
*The companion will require a cell phone to connect the resident with the family.
- **Why do I need to have a companion? Can't the staff make this happen?**
Unfortunately we do not have the staffing resources to support this initiative but we do want to be able to support families who are wanting to stay connected to their loved one during the visitation restrictions.
- **Why do I need to book at time? Can I not just show up?**

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Window space is very limited and the 2m safe distancing must be maintained at all times to limit the number of visitors on the premises. There will be an identified space allocated on both sides of the window with a chair where the phone call will take place in the lobby and on the other side of the window, close to the front door, where the family member may sit.

- **Why do I only get 30 minutes for a call? Can I call more than one time per day?**
Calls are limited to once per day and a maximum of 30 minutes in duration. All calls will be scheduled ON THE HOUR and all calls must end on or before the 30 minute timeframe. There are many families who are wanting to connect with their loved one and we want to ensure that there is opportunity for everyone.

- **What if I miss my call? What if my loved one isn't at the window at the scheduled time?**

If the resident and companion do not show up at the required time, it is up to the family to contact the companion by phone and remind them of the time and ask them to come to the window for the face-to-face conversation.

The LBHH Reception staff are not responsible for contacting or reminding residents/companions or any care staff about the window visit/appointment. The Reception staff are only involved with scheduling the initial date and time for the window visit.

- **When is this available?**

Families will be able to begin to start booking their **Telephone Calls by the Window Visits** through the LBHH Receptionist on **Tuesday, April 7.**

- **Telephone Calls at the Window Visits** will be available to schedule on Sunday – Friday from 9:00AM - 6:30 PM. The service is NOT available on Shabbat/Holy Days.

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